warfighter.dla.mil

Defense Supply Center Philadelphia

Directorate of Clothing & Textiles

The Warfighters We Support

For additional information, contact
warfighter.dla.mil Team
at
warfighter@dla.mil

warfighter.dla.mil is a secure, online order fulfillment and robust information system. It offers 24/7 ordering convenience, a cutting-edge, photo-filled catalog and a user-friendly supply system that accelerates the logistics process and minimizes customer wait time. Specialty shops, which are mini-catalogs tailored to specific demographic groups, identify unique shopping needs and make error-free ordering a reality. warfighter.dla.mil's main catalog is open and accessible for "window shopping", research or for finding just the right item. Searches can be simple or advanced, entering keyword, description, national stock number, military specification number, or procurement grouping code. Searches can also be tailored to the using service (s). Reusable shopping carts, called "stored orders", support online ordering, which is restricted to authorized, registered users.

For registered users, warfighter.dla.mil accepts orders for either regular or special measurement clothing / footwear. It provides stock on hand, item manager notes (Virtual Page Application), requisition and shipment status, delivery information, and also accepts online submissions and tracking of Supply Discrepancy Reports as well as online customer returns (FTE transactions). Our Legacy System Interface program is a powerful management tool that allows registered users to obtain or download information on their requisitioning history, or that of their subordinate units, for inclusion in their own systems.

warfighter.dla.mil accepts both MILSBILLS and Government purchase cards as payment.

warfighter.dla.mil provides extensive item information: description, specification number, quantity unit pack, Universal Product Code, and using services. Contact information for specific item data is also provided. Past users may remember finding item manager names, phone numbers and email addresses but they have been eliminated for security reasons. For users' information, assistance and immediacy of convenience, all required customer online data entries are directly linked to definitions/explanations. For those with technical needs, customers will find wide-ranging, specific information on Clothing & Textile's shelf life items, including information on expired or extended shelf life items, on The Shelf Life Page.

Specialty Shops, our popular and extensively-used mini-catalogs, cater to such diverse groups as chaplains, law enforcement officials, Army and Navy aviators, combat vehicle crewmen, users of physical fitness uniforms, extreme cold weather clothing system items, regular footwear and boots, special measurement and orthopedic footwear and boots. Complete needs for Army, Air

Force and Marine Corps Reserve Officer Training Corps (ROTC) are found in the Specialty Shop section under ROTC Market Baskets. BaseCamp, one of our most popular specialty shops, provides a catalog and comprehensive technical repository for all of our tentage and related items. We also provide shops for items used for Operation Enduring Freedom as well as chemical protective clothing.

warfighter.dla.mil encourages customer feedback, promising all a review and rapid response. All customer comments and related replies receive top-level management review. Many web site additions and refinements are directly traceable to customer comments. Use either Interactive Customer Evaluations (ICE) or click on "General Information" to find the C&T feedback email link.

warfighter.dla.mil Main Menu Bar
        Home Page

Welcome to the warfighter.dla.mil web site. This segment of the manual describes the multiple functions of the Home Page and walks you through the general headings. From this page, you have a full range of options: registration, research, browsing or shopping.

At the very top right of this page you'll see two "fast clicks": "Cart" and "Help", which will appear consistently throughout the site at that same location.

The gold bar displays warfighter.dla.mil's main menu, which will also appear on page headings throughout the site, to help you navigate easily. Here you will find the following categories: Home, General Information, Registration, Shop, Specialty Shops, Registered Customer Services, Vendor Information and Bag and non-Bag. As you move your mouse over each category, individual drop down menus will appear.

From the Home Page, you can window shop or browse our catalog using the "Quick Search!" function. You can enter a keyword, e.g., coat; description, e.g. coat desert; tailor by using service(s), e.g., coat desert Army Air Force; a national stock number, e.g., 8415-01-327-5315; a procurement grouping code, e.g., 02153, or a military specification number, e.g., 44048.

Check out "What's Hot!" each time you visit warfighter.dla.mil to find info on the latest changes. Here you can also find a link to our Help page, a PowerPoint intro to our website, Business System Modernization updates, and the DLA DODAAC/ Customer Cell Lookup Tool. You'll will also find the latest edition of Clothing & Textiles' monthly newsletter called **The Clothesline**, which is your best source of information on new items, special price reductions, problem items, estimated get-well dates and for some problem items, some great substitutes. Smart shoppers consider **The Clothesline** required reading. Past issues, as well as the current issue, can be found on the main menu under "General Information".

warfighter.dla.mil
        Quick Search!
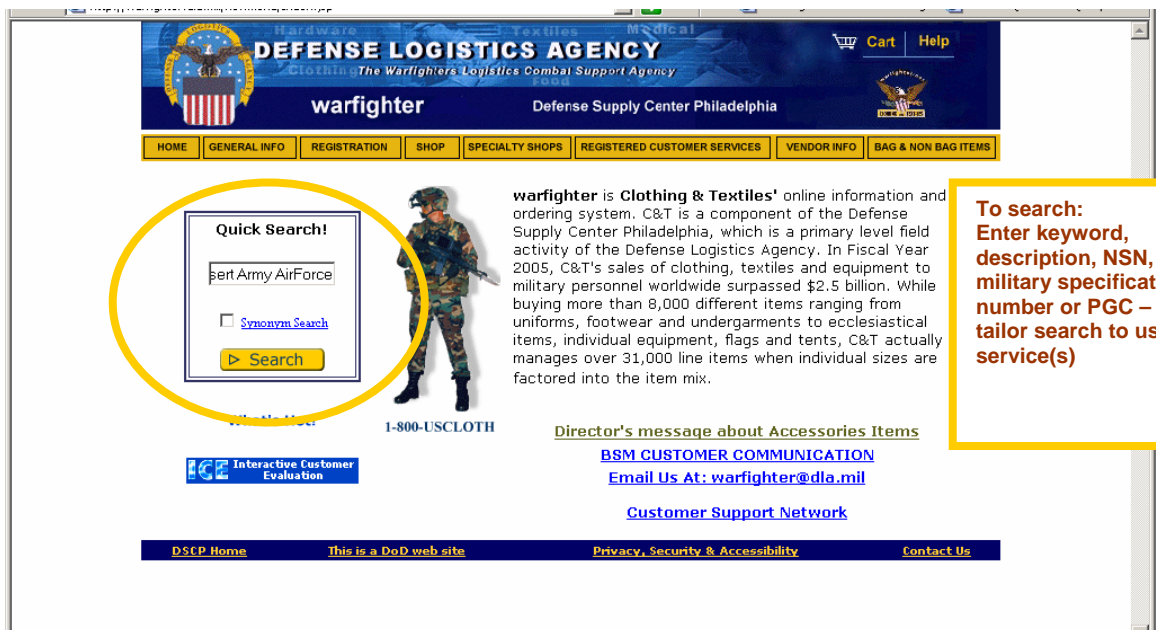
warfighter.dla.mil's main catalog is open to all and accessible for "window shopping", research or for finding just the right item. Search results return extensive item information: description, specification number, quantity unit pack, Universal Product Code, using services, and contact data for specific item information. warfighter.dla.mil's search function is easy to use and provides the customer with many search options. To use the "Quick Search!" function enter a keyword, e.g., coat; or a description, e.g. coat desert; or tailor search by using service(s), e.g., coat desert Army Air Force; or a national stock number, e.g., 8415-01-327-5315; or a procurement grouping code, e.g., 02153, or a military specification number, e.g., 44048. In the above example, we entered *coat desert Army Air Force.*

warfighter.dla.mil
Quick Search!, continued:

By clicking on item name, Warfighter.dla.mil will return detailed item information: you will see all NSNs, sizes, unit of issue, acquisition advice code (AAC) and price.

Underlined entries such as AAC may be clicked for additional information.

COAT,COLD WEATHER
COAT, COLD WEATHER, DESERT (3 COLOR) COTTON/NYLON WIND RESISTANT OXFORD MAIN

	PGC 02146	QUP 10		Using Services Army Air Force Navy Coast

Specification MIL-C-43455

For more information co
DSN: 444-5617 / Commercial:(215) 737-5617
Click here for Universal Product Codes

Found **18** products   1 - 18 / 18 products

▷ Add

Acquisition

NSN	Size	UI	Acquisition Advice Code	Price	Qty
8415-01-325-6433	XS XS	EA	D	$58.25	0
8415-01-325-6434	XS S	EA	D	$58.25	0
8415-01-325-6435	XS R	EA	D	$58.25	0
8415-01-325-6436	XS L	EA	D	$58.25	0
8415-01-325-6437	S XS	EA	D	$58.25	0
8415-01-325-6438	S S	EA	D	$58.25	0
8415-01-325-6439	S R	EA	D	$58.25	0
8415-01-325-6440	S L	EA	D	$58.25	0
8415-01-325-6441	M XS	EA	D	$58.25	0
8415-01-325-6442	M S	EA	D	$58.25	0
8415-01-325-6443	M R	EA	D	$58.25	0
8415-01-325-6444	M L	EA	D	$58.25	0
8415-01-325-6445	L S	EA	D	$58.25	0
8415-01-325-6446	L R	EA	D	$58.25	0

warfighter.dla.mil
    Quick Search!, continued:

Found **18** products   1 - 18 / 18 products

Add

NSN	Size	UI	Acquisition Advice Code	Price	Qty
8415-01-325-6433	XS XS	EA	D	$58.25	0
8415-01-325-6434	XS S	EA	D	$58.25	0
8415-01-325-6435	XS R	EA	D	$58.25	0
8415-01-325-6436	XS L	EA	D	$58.25	0
8415-01-325-6437	S XS	EA	D	$58.25	10
8415-01-325-6438	S S	EA	D	$58.25	0
8415-01-325-6439	S R	EA	D	$58.25	0
8415-01-325-6440	S L	EA	D	$58.25	0
8415-01-325-6441	M XS	EA	D	$58.25	2
8415-01-325-6442	M S	EA	D	$58.25	0
8415-01-325-6443	M R	EA	D	$58.25	0
8415-01-325-6444	M L	EA	D	$58.25	8
8415-01-325-6445	L S	EA	D	$58.25	0
8415-01-325-6446	L R	EA	D	$58.25	0

To order item, enter quantity

6

As indicated above, you must be registered to place an order. In addition to ordering, registered users have the ability to view stock on hand and to access other services, e.g., to retrieve requisition status and delivery / transportation information, to obtain item manager notes (Virtual Page Application), to download requisitioning information for you or your subordinates through the Legacy System Interface and to submit or track status for a Supply Discrepancy Report (formerly called a ROD). Customers may also submit a Customer Return (FTE) transaction on line. Access "Registration" at the main menu bar and follow the prompts. After you submit your registration request, we will validate your request and send you an email confirming the registration … normally within 2 business days. Your registration confirmation will provide you with the URL to obtain your password. Once you obtain your password, you can begin to order.

warfighter.dla.mil Main Menu Bar
General Information

The General Information drop-down menu supports the following:

- "About DSCP": Check here for organizational phone numbers, directions, Annual Reports, our history, acronyms and abbreviations and more.
- "About C&T": We provide some background on C&T and provide a link to our C&T Business Directory.
- Customer Feedback: Top C&T management reviews customer feedback emails and related responses. We guarantee a prompt answer.
- *Clothesline*: Find current and past issues of C&T's monthly customers' newsletter, *Clothesline*, the smart shopper's best source of information on new items, special price reductions, problem items and estimated get-well dates and for some problem items, some great substitutes.
- Streamers, Guidons and Organizational Flags: Check here for Service-specific information on how to place item orders.
- Shelf Life: Click here to find a complete technical guide on C&T's shelf life items, testing results, expired items, manuals, etc.
- User Manual: Located on our Help Page, here you will find easy-to-use instructions for the warfighter.dla.mil web site which are indexed by web page or topic. Also available are a PowerPoint presentation titled, "Intro to Warfighter Website"; "What is ICE – our Interactive Customer Evaluation"; Special Measurement Clothing User Manual; and info on Supply Discrepancy Reports
- Frequently Asked Questions (FAQs): Your first source for answers, FAQs provide comprehensive warfighter.dla.mil information.
- C&T Business Directory: Lists all C&T's management positions and related phone numbers. Note: For security reasons, names are no longer provided.
- MILSTRIP Supply Codes for Requisitioning: Info will assist you in the ordering process.
- Browser Setting Information: Tells you what you need to get optimum site performance
- Forgot Your Password: Runs you through steps to get a new password or login ID.

warfighter.dla.mil Main Menu Bar
　　　Registration

Registration Menu Options:

User Registration: To shop or to access specific functions such as requisition status, delivery status, legacy system interface, item manager notes (Virtual Page Application), or on-line submission of supply discrepancy reports or customer returns, a user must be registered.

　　 warfighter.dla.mil accepts registrations from federal customers having a DODAAC, who pay for their orders using either MILSBILLS or a Government Purchase (credit) Card.

　　To register for an account with warfighter.dla.mil: click on the "User Registration" link found on our menu under "Registration". Enter the required information and click the "Submit" button. Normally, within 2 business days you will receive an email stating that your registration has been approved. The email will contain a Web Address Link. Click on the link or cut and paste the address into your web browser. This will bring you to a web page that contains your new Warfighter password. Safeguard your password. You may now login to warfighter with the user name (login) you chose when you filled in the registration. Customer information required for registration includes: name, organization, address, email address, commercial phone number, including area code, FAX number and DODAAC. Both MILSBILLS and Government credit card registrations require a valid Department of Defense Activity Address Code (DODAAC). All Government credit card registrations will automatically be registered for MILSBILLS usage. Government credit card registrations will accept two (2) credit cards per account. MILSBILLS accounts can register up to five (5) DODAACS online at the time of registration. Email us at warfighter@dla.mil with additional DODAAC information; we can add an unlimited number of DODAACS to your account.

　　To add a credit card after registration, or to update expiration month/year, customers may do so directly by updating their User Preferences, found under "Registered Customer Services" on the menu. Any other info, such as address, must be changed by the system administrator. Email us at warfighter@dla.mil with the updated information. We will email you with confirmation that data has been revised.

NOTE: Users can set up their account to use either MILSBILLS or a Government Purchase Card as their preferred, or default, payment method. Users may change that preference by editing payment method for a specific shopping cart (entire order), during the ordering process.

9

warfighter.dla.mil Main Menu Bar
          Registration, continued:

          User Manual: Click on this link to find warfighter.dla.mil's online User Manual. Topics are indexed and hyper linked for your convenience.

          Forgot Your Password: Click this link for help if you have forgotten either your password or login ID. Follow prompts and fill in requested information. You will then receive an email containing a web link that you can either click on, or copy, and paste into your browser that will take you a web page containing your new password. Be sure to keep your password in a secure place.   Please note: For security reasons, passwords will expire every 90 days**.** Since our system will remember your last ten (10) passwords; you may not reuse them. Composition of the password must follow DOD requirements.

          Department of Defense Activity Address Code (DODAAC) Information: A DODAAC is a six-digit alphanumeric code that uniquely identifies your unit, activity or organization that has the authority to requisition and / or receive materiel. It supports the Defense Transportation Payment Program. The first digit is a service code (e.g., "N" represents the Navy), so many folks think of it as a five digit Activity Address Code. If you've ever submitted a requisition to us (or to another DoD purchasing activity), your DODAAC is the first 6 characters of the Document Number. There can be up to three distinct addresses associated with each DODAAC: the TAC1 (mailing address / mandatory); TAC2 (ship to (freight) address) and TAC3 (billing address). If there is no TAC2 present, warfighter.dla.mil will use TAC1 as the shipping address. To find DODAAC by zip code search, go to https://www.daas.dla.mil/daasinq/zip.asp or for more detail, go to https://www.daas.dla.mil/daasinq/dodaac.asp   To correct your DODAAC or to get a new one assigned, you will have to check with your DODAAC Service Point at the following link: http://www.dla.mil/j-6/dlmso/elibrary/Restricted/SvcPointsPOC/ServicePoints/members_DoDAAC_CentralServicePoints.asp

User Registration: The following screen shots illustrate some of the steps you take to register with warfighter.dla.mil; they represent someone registering for a MILSBILLS account. The process for a credit card user is much the same; however, there are some additional data fields that must be completed.

warfighter.dla.mil Main Menu Bar Registration
        User Registration Process – Mandatory Website User Agreement

System security is of paramount concern to warfighter.dla.mil and our users. We require all of our users be aware of the posted rules of behavior. Users must read and agree to the Warfighter Website User Agreement before we can process your registration application. We suggest your print and retain a copy of this agreement for your records.   To continue on with the registration process, you must click on the "yes" button.

11

warfighter.dla.mil Main Menu Bar Registration
User Registration Process – User Profile:

Throughout the registration process you will note underlined areas that, if you click on, will provide you with specific information, helpful hints, or data entry examples. We cannot stress the importance of reviewing and validating your data inputs. We have seen many instances of frustrated registrations caused by invalid email addresses.

Contains info on Privacy Policy, Site Management, Site Security, Contact Info, etc.

If, at some point, you forget your login ID or password, we will use the "secret" information you provide here to process your request for a new password or login ID.

Enter a unique Login ID without spaces and with a length of 5-13 characters. Ensure that the Logon ID begins with a letter between A-Z and contains no special characters (Examples: &%$!#-). The Login ID is not case-sensitive.

12

warfighter.dla.mil Main Menu Bar Registration
User Registration Process – Payment Method / DODAAC:

Credit Card Registrations: If your payment method will be Government credit card, you will be asked to submit additional information which includes the type of credit card, e.g., VISA, issuing bank, and credit card number with expiration month and year. Specific shipping and billing addresses are also required. You may register up to two (2) cards per account. When you register a Government Purchase Credit Card, warfighter.dla.mil will automatically register you for MILSBILLS. However, the Government Purchase Card will be your preferred, or default payment method. Once registered, users can set up their account to use either MILSBILLS or a Government Purchase Card as their preferred payment method. As an added feature, users may also change that preference by editing payment method for a specific shopping cart (entire order), during the ordering process.

To change payment methods, to add a credit card after registration, or to update expiration month/year, customers may do so directly by updating their User Preferences, found on the menu bar under "Registered Customer Services". Any other info, such as address, must be changed by the system administrator. Email us at warfighter@dla.mil with your updated information. We will email you confirmation when data has been revised.

Note: GY/GZ series DoDAACS are not authorized for DoD requisitioning.
Please call the System Administrator to add additional DoDAACs .

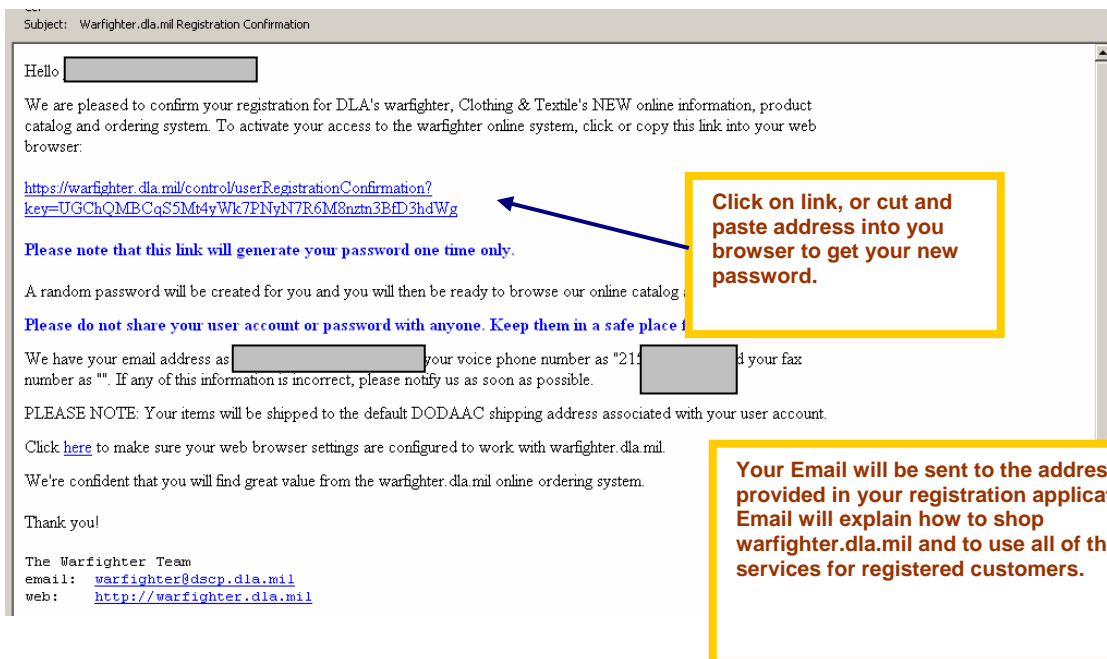Continue

When data have been entered, click to continue
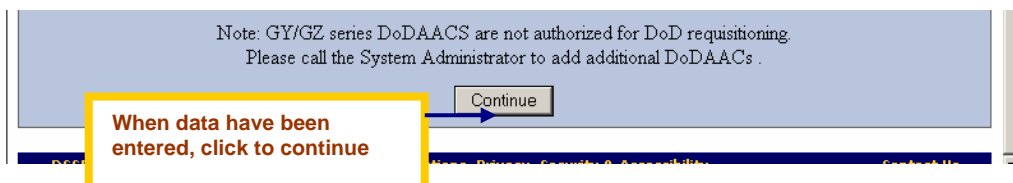
warfighter.dla.mil Main Menu Bar Registration
> **User Registration Process – Data Confirmation / Submission / Registration Confirmation:**

Data Confirmation Sheet: The system will display a complete listing of all the data you inputted. Carefully review /edit each data entry; accuracy is essential. Pay particular attention to your email address. When satisfied, we suggest you print the page for your records and click on "continue". You will then see the following "Registration Submitted" screen. You should receive an email confirmation from warfighter.dla.mil within 2 business days. If a week goes by without receiving a confirming email that your account has been activated, please email us at warfighter.dla.mil so that we can research your application.

Email confirmation: Usually within 2 business days you will receive an email stating that your registration has been approved. It will contain a Web address link; click on the link or cut and paste the address into your web browser. It will bring you to a web page containing your new Warfighter password.

14

Subject: Warfighter.dla.mil Registration Confirmation

Hello [ ]

We are pleased to confirm your registration for DLA's warfighter, Clothing & Textile's NEW online information, product catalog and ordering system. To activate your access to the warfighter online system, click or copy this link into your web browser:

https://warfighter.dla.mil/control/userRegistrationConfirmation?
key=UGChQMBCqS5Mt4yWk7PNyN7R6M8nztn3BfD3hdWg

Click on link, or cut and paste address into you browser to get your new password.

Please note that this link will generate your password one time only.

A random password will be created for you and you will then be ready to browse our online catalog

Please do not share your user account or password with anyone. Keep them in a safe place f

We have your email address as [ ] your voice phone number as "21 [ ] d your fax number as "". If any of this information is incorrect, please notify us as soon as possible.

PLEASE NOTE: Your items will be shipped to the default DODAAC shipping address associated with your user account.

Click here to make sure your web browser settings are configured to work with warfighter.dla.mil.

Your Email will be sent to the address provided in your registration application. Email will explain how to shop warfighter.dla.mil and to use all of the services for registered customers.

We're confident that you will find great value from the warfighter.dla.mil online ordering system.

Thank you!

The Warfighter Team
email: warfighter@dscp.dla.mil
web: http://warfighter.dla.mil

warfighter.dla.mil Main Menu Bar Registration
User Registration Process – New System-Generated Password:

System Password: Immediately after you comply with the instructions provided in the confirmation email, you will receive an email with your new, electronically generated password. Note that passwords are case sensitive and contain a random combination of characters, digits and special characters. Keep your password in a safe place.

Initial Login: Click on the link provided in your "Congratulations" email with your new password and it will bring you to warfighter.dla.mil. Once there, click on "Cart" found on the upper right hand side of the web page. Enter the user name (login) you selected during registration and your new password. Now you may begin to shop, set up stored orders or use any of the various services provided through warfighter.

15

Click on "Cart".

Enter the login/username you established during registration and your new password.

Now you can place an order or use any of the registered customer services.

warfighter.dla.mil Main Menu Bar
     Shopping 1, 2, 3! (Registered Customer Services)

     How to Shop 1, 2, 3! The very smartest thing you can do now is go to "Registered Customer Services" on the main menu bar, find "Preferences" and click on it. Set up your complete User Preference Profile. By doing this small step, when you place an order, all you need to do is 1. Search
                   2. Select
                   3. Checkout!

16

warfighter.dla.mil Main Menu Bar
      Shop – General Information

Access the shopping cart in one of two ways. Click on "Cart" in the upper right hand corner of the page. Or, click "Shop". If you have not yet logged on, the system will bring you to the logon page. Once you logon, begin selecting the item(s) desired using the "Quick Search".

The Shop menu has three segments. The first, "**Create a New Order**" enables you to put together a brand new order or shopping cart.

Next is "**Order Status**", whose sub-menus include: *"Composing" orders*, which may or may not be completed, but have not been submitted; *"Submitted" orders* and *"All Orders"*, both

submitted and unsubmitted. If you started an order, but stopped or were "timed" out or had a power failure, your order is saved in "Composing" orders. You may retrieve, edit or not, submit or delete these. Within "Submitted" orders resides a complete history of your orders/shopping carts. To obtain order details (requisition numbers, items, quantities, billing and shipping addresses, etc.), click on the desired Order Number. If you're not sure of status, click on "All Orders"

        Third is **"Stored Orders"**. Use this for speed shopping to retrieve your saved shopping templates. The page will display all your Stored Orders. Identify needed Stored Order, click on it and then submit it as is, or edit.
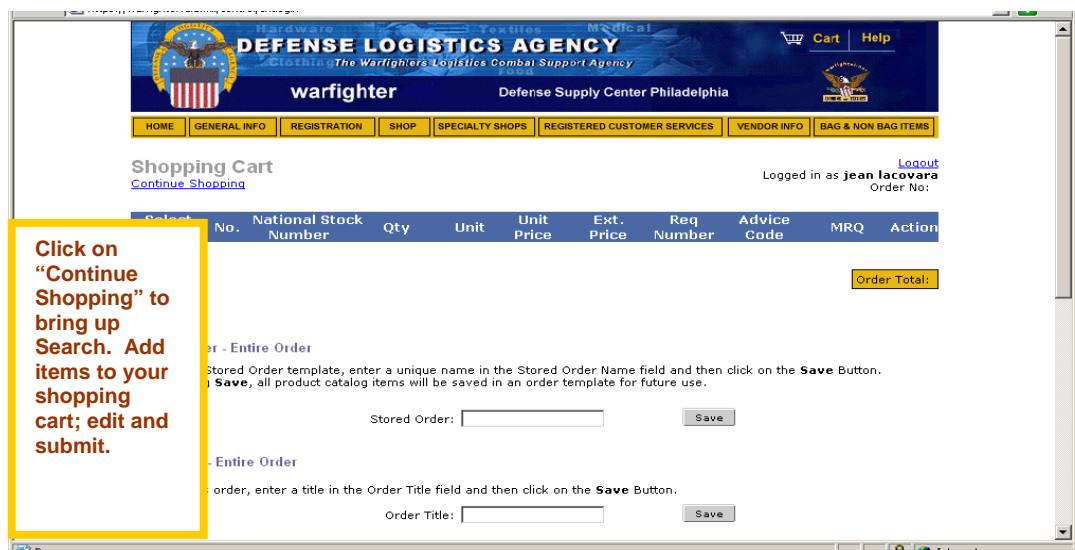
warfighter.dla.mil Main Menu Bar
        Shop, Create New Order:

For rapid access to the shopping cart, click on Cart. Then click on "Continue Shopping" and the "Quick Search" will appear. In this instance, we've entered "trousers air force".

18

Starting to shop by searching for item: trousers air force

warfighter.dla.mil Main Menu Bar
   Shop, Create New Order, continued:

Search results returned 29 different items – Scroll down to view all

To select this item, click either the item description or PGC to return more info.

Please note: For security reasons, we eliminated item manager names throughout the website.
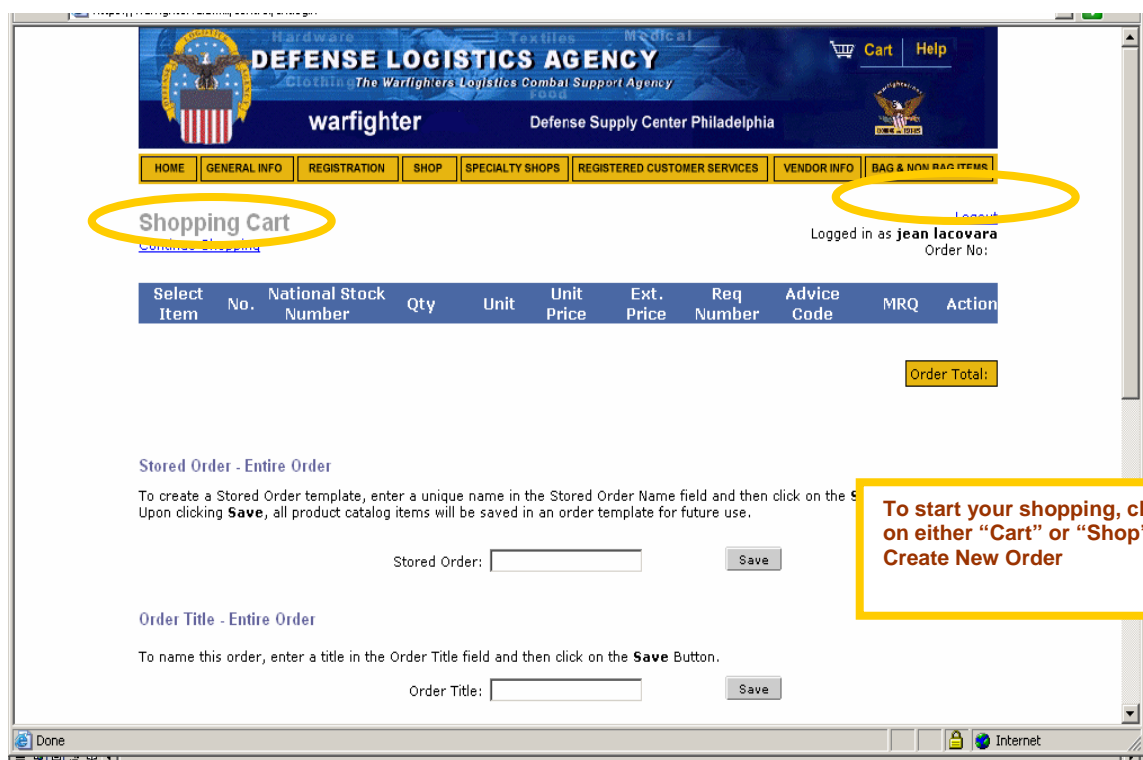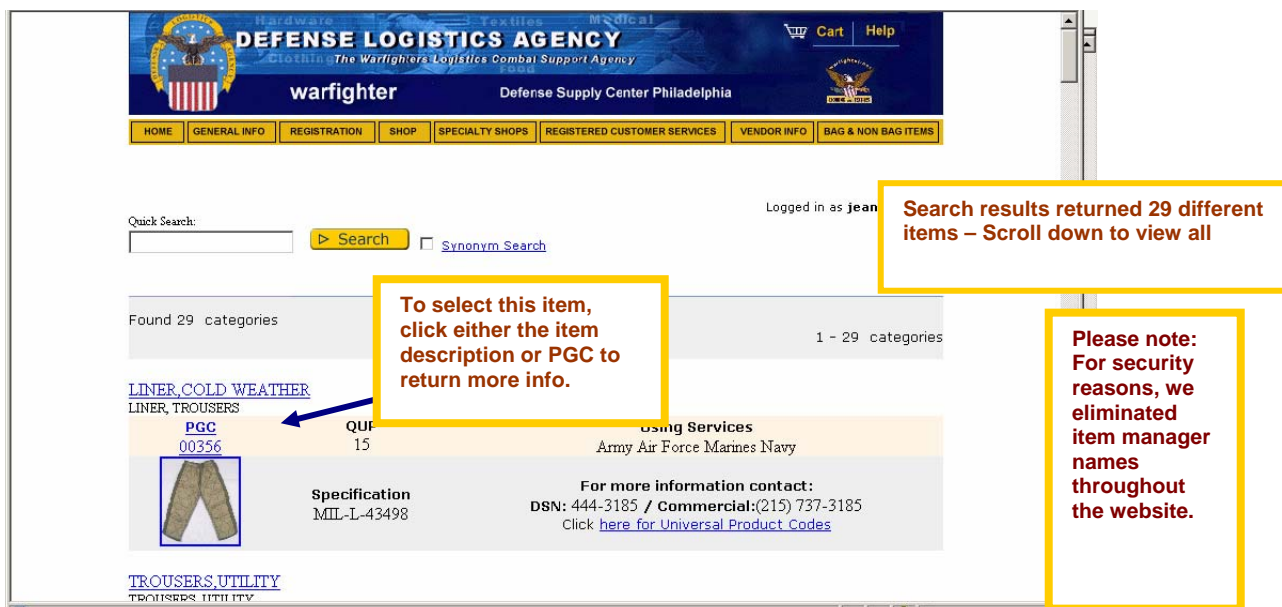
For illustration, only one of twenty-nine (29) returned items is displayed. Click on the thumbnail photo to see enlarged version. Note the information returned: Description, quantity unit pack (QUP), using services, specification number, contact data for item information and access to the Universal Product Code.   Click on either the item description or the PGC return more info.

Quick Search:
▷ Search ☐ Synonym Search

Logout
Logged in as **jean Iacovara**

LINER,COLD WEATHER
LINER, TROUSERS

PGC	QUP	Using Services
00356	15	Army Air Force Marines Navy

Specification
MIL-L-43498

For more information contact:
DSN: 444-3185 / Commercial:(215) 737-3185
Click here for Universal Product Codes

Found **9** product(s)

1 – 9 / 9 products

▷ Add

Item information returned includes NSN, size, unit of issue, acquisition advice code, stock on hand and unit price. Stock on hand shows available quantity as of last daily update

Size	UI	Acquisition Advice Code	Stock On Hand	Price	Qty
XSML-S&R	EA	D	425	$29.90	0
SML-S&R	EA	D	0	$29.90	3
SML-LONG	EA	D	524	$29.90	0
MED-SH&R	EA	D	2649	$29.90	0
MED-LONG	EA	D	2316	$29.90	5
LRG-SH&R	EA	D	5509	$29.90	0
LRG-LONG	EA	D	2263	$29.90	0
8415-01-180-0377	XLRG-S&R	EA	D	1349	$29.90	0
3560-00-000-00	Special Measurement			0		0

Customer selects two (2) items and clicks "Add"

Indicates 9 sizes for this item

▷ Add

Found **9** product(s)

DSCP Home   This is a DoD web site   Privacy, Security & Accessibility   Contact Us

warfighter.dla.mil Main Menu Bar
   Shop, Create New Order, continued:

When you have finished shopping and completed all your entry edits – e.g., item, quantity, MILSTRIP codes, payment method, applicable addresses AND you are ready to submit your order, go to a "Checkout" button and click on it.
Remember you can save time and avoid error by completing your user profile preferences

DEFENSE LOGISTICS AGENCY
The Warfighters Logistics Combat Support Agency
🛒 Cart   H

warfighter   Defense Supply Center Philadelphia

HOME | GENERAL INFO | REGISTRATION | SHOP | SPECIALTY SHOPS | REGISTERED CUSTOMER SERVICES | VENDOR INFO | BAG & NON

Shopping Cart
Continue Shopping

To add more items to Cart

Logged in as **jean**
Order N

Checkout

Selected items will appear in Shopping Cart – at this point, one can edit quantities, requisition line numbers – delete items – or add items

Line Items   Delete

Select Item	No.	National Stock Number	Qty	Unit	Unit Price	Ext. Price	Req Number	Advice Code	MRQ	Action
☐	1	8415-01-180-0371	3	each	$29.90	$89.70	SC010060120001		59	Edit
☐	2	8415-01-180-0374	5	each	$29.90	$149.50	SC010060120002		180	Edit

Order Total: $239.20

$$ value of order

To create a Stored Order (shopping template) be sure to name your Stored Order; click "Save" and wait for message that Stored Order has been saved

rder

template, enter a unique name in the Stored Order Name field and then click on the **Save** Button.
roduct catalog items will be saved in an order template for future use.

Stored Order: [   ]   Save

20

Order Title - Entire Order

To name this order, enter a title in the Order Title field and then click on the **Save** Button.

Order Title: [　　　　　　] [Save]

Dodaac - Entire Order

To change the Dodaac for this order select a new Dodaac from the choice box and then click on the **Save** Button. This will update the requisition number for this order.

Dodaac: [SC0100 ▼] [Save]

In this example, user profile preferences were automatically applied. They can be edited for this order if required. Use Edit, then click Save.

...on- Entire Order

...odaac: A

REMEMBER: Data in these sections apply to entire order: DODAAC, MILSTRIP, Payment, Shipping and Billing

...fier Code: CONUS
...ode: R
                                                 15
...ode: S
...y Date: 027

If you registered more than one DODAAC, you can change your default for this order by going to the drop-down menu. Click "Save"

[Edit]

Payment Method - Entire Order

Payment Name: MILSBILLS

Shipping - Entire Order

Address Name: Your order will be shipped according to the information specified in the MILSTRIP data.

Billing - Entire Order

Address Name: Your order will be billed according to the information specified in the MILSTRIP data.

This is a customer use section. If you add info, be sure to click "Save"

...or Your Use Regarding this Order

...nts: [　　　　　　]   [Save]

When you finish shopping, click "Checkout" button.

Logged in as **jean**
Order N...

[Checkout]

You May Want to Print This Page for a Hard Copy Record

DSCP Home   This is a DoD web site   Privacy, Security & Accessibility   Contact Us

warfighter.dla.mil Main Menu Bar
Shop, Create New Order, continued:

DEFENSE LOGISTICS AGENCY
The Warfighters Logistics Combat Support Agency
warfighter   Defense Supply Center Philadelphia
Cart | Help

HOME | GENERAL INFO | REGISTRATION | SHOP | SPECIALTY SHOPS | REGISTERED CUSTOMER SERVICES | VENDOR INFO | BAG & NON BAG ITEMS

Order Summary

Warfighter order #77715 has been submitted.
Thank you for shopping at warfighter

To Save and/or Print your Order Data for the current order.   [▽ Order Confirma...]

1-800-USCLOTH   To download your MILSTRIP data for the current order.   [▽ Get MILSTRIP (s)]

After you click on "Checkout", your order will process and this confirmation screen will appear.

DSCP Home   This is a DoD web site   Privacy, Security & Accessibility   Contact Us

Click "Order Confirmation" to print your order data

21

Thank You Warfighter Customer, jean Iacovara!
DLA's warfighter received your order, ... is **77715** for a total of **$239.20**. Anytime after twenty-four (24) hours, you can check order status, by using warfighter's menu bar, 'Shop', 'View Approved Orders' option.

You may only request cancellation of items that have not yet shipped.

Requisition #	NSN	Qty	Price	Total	Description	Size
SC010060120003	8415-01-180-0371	3	$29.90	$89.70	LINER,COLD WEATHER	SML-S&R
SC010060120004	8415-01-180-0374	5	$29.90	$149.50	LINER,COLD WEATHER	MED-LONG

The billing method is **MILSBILLS**.

Your items will be shipped to the default DoDAAC shipping address unless you are a credit card user and have chosen to ship to the alternate shipping address listed below. If your items are shipped to the default shipping address and you are not physically located at the address you must provide these document numbers (or give a copy of this message) to personnel at the receiving point so that they can notify you when your shipments arrive.

The warfighter team
warfighter@dscp.dla.mil

Address

File Edit Format View Help

A0AS9TS8415011800371   EA00003SC010060120003R   AJL   15027
A0AS9TS8415011800374   EA00005SC010060120004R   AJL   15027

Click "Get MILSTRIP" to download applicable data

Hello,

DLA's warfighter received your order. Your order # is 77715 for a total of $239.20.
You can check order status, by using warfighter's menu bar, 'Shop','Order Status', 'Submitted Orders' option.
The billing method is MILSBILLS.

Your items will be shipped to the default DoDAAC shipping address unless you are a credit card user and have chosen to ship to the alternate shipping address listed below. If your items are shipped to the default shipping address and you are not physically located at the address you must provide these document numbers (or give a copy of this message) to personnel at the receiving point so that they can notify you when your shipments arrive.

The warfighter team warfighter@dscp.dla

System Generated Email Message.

This is your immediate email confirmation.

Note instructions for checking order status, which you can do on line, after 24 hrs.

warfighter.dla.mil Main Menu Bar
Shop, Create New Order:

Immediately after you submit your order, warfighter.dla.mil will send you a confirming email that provides your order number and total transaction dollar value. It will include information on how to obtain order status and it will also specify your billing method (MILBILLS or Government purchase (credit) card) and shipment address. To obtain your order status – anytime after twenty-four hours of order submission, you will need your order number from the confirmatory email.

For status, log on and at the main menu of warfighter.dla.mil, click on "Shop", "Approved Orders". Look for your order number and click on it to see all the specific requisition document numbers. Included will be the items, sizes and quantities ordered, unit prices, and total cost. REMEMBER: You have to wait 24 hours to obtain order status.

Shop, Create Stored Order: These provide customers with great flexibility and shorten on line shopping time. After you register and login to shop, you can create a shopping cart for repetitive item purchases; we call them a "Stored Order", or shopping template. If you service multiple customers (DODAACs) within your warfighter.dla.mil account, you can set these stored orders by specific customer. You can include personalized MILSTRIP, billing or shipping information in these stored orders. To create a stored order, click on "Cart" and begin to assemble your stored order, or shopping template. Follow the usual "Search", "Add Item" process. However, when you have added all the items for your stored order, you must name your

stored order and click the "Save" button. Name the stored orders anything that will facilitate your administrative needs. Customers may set up stored orders for individuals, for units, for project codes, for specific functions, for specific dates, etc. Once you type in the name for stored order, be sure to look for the system notice that your "save" action took place. The order will be stored and you will be able to retrieve it for continuing future use.

Retrieve Stored Order: To retrieve a stored order, login, click on "Shop" and click on "Stored Order". The Stored Order menu displays all your stored orders on file. Select and click the desired stored order. These may be used over and over, with editing occurring within the current shopping cart, where you can either use the stored order as is, or add and delete items or modify quantities. If at any point, a stored order is no longer required, or if you have permanently modified it and replaced it with a stored order carrying a new name, select the unwanted stored order, and click the "Delete" button at the lower left hand corner of the page to remove it from your file.

warfighter.dla.mil Main Menu Bar
Shop, Stored Order:

Once retrieved, the stored order appears just as you created it initially. To utilize it for shopping, click on "Create Cart from Stored Order" and the normal shopping cart will appear. At that time, you will see a new Order Number and new Requisition Line Numbers. You will have the ability to delete items or to edit quantities. To add more items to your shopping cart without affecting the make up of your original stored order click on "Continue Shopping" at the top left page of the shopping cart. *For this particular order*, once you are in the shopping cart, you may also edit DODAAC information, MILSTRIP data and shipping or billing data.

warfighter.dla.mil Main Menu Bar
   Shop, Stored Order:

   Modification of a Stored Order: To change a stored order, or shopping template, log on and retrieve the stored order you wish to alter. Click on "Create Cart from Stored Order", edit the order as required: changing quantities, adding items, deleting items or modifying any other information (MILSTRIP, billing, shipping, etc.) which pertains to that stored order. When your changes are completed, you must enter a **new stored order name** and **"Save"** it. Both stored orders will appear the next time you log on. If you choose, you may delete the original stored order to eliminate confusion.

   The actions that you take: add item, edit quantity or delete item will *apply solely to this current order and not affect your stored order*.   When complete your shopping, click on

24

"Checkout". You have created a new, distinct order. warfighter.dla.mil will return the original stored order (your shopping template) for future use. Using Stored Orders, you create your own personal specialty shops that are tailored to your unique repetitive needs.

Limits on number of stored orders / items: There are no limits! The number of stored orders is unlimited … as is the number of items within a stored order. This function is designed for your convenience and use. With larger stored orders, those with over 300 line items, customers may experience some performance issues with respect to processing time.

To recap: while your stored order serves as the basis for this shopping cart, for this particular order, you can add items, delete items, modify quantities and change other pertinent order information. *Whatever changes you submit affect this shopping cart only.* When you checkout this shopping cart to submit your order, your original stored order will be returned to the file for your future use.

warfighter.dla.mil Main Menu Bar
Specialty Shops:
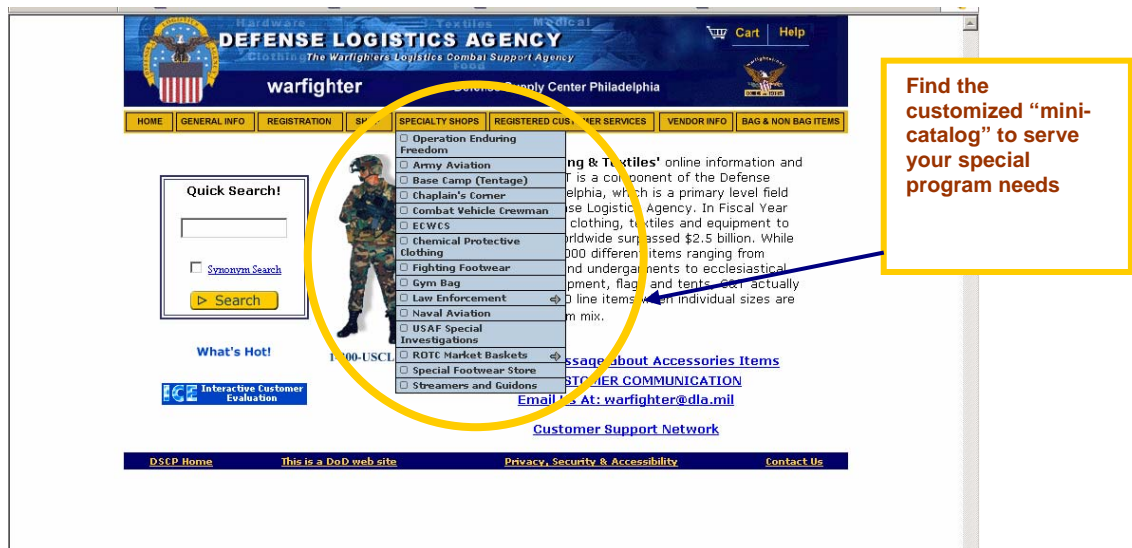
Specialty Shops are unique, mini-catalogs that focus on a specific customer demographic. They're designed to speed your shopping and make it easier for you to order just the "right" item. Current shops include: Operation Enduring Freedom, Army Aviators which also includes Aircrew Cold Weather Clothing System (ACWCS) Components, Base Camp (tentage items), Chaplains' Corner (ecclesiasticals), Combat Vehicle Crewman (CVC) Components, Extended Cold Weather Clothing System (ECWCS), Chemical Protective Clothing, Fighting Footwear, Gym Bag (physical fitness uniforms), Law Enforcement, Navy Aviators, and USAF Special Investigations. We also support Market Baskets for the Reserve Officer Training Corps (ROTC), which contain the full array of uniform needs for the Air Force, Army and Marine Corps ROTC programs. You can also submit your Special Footwear needs to the VA here, or access the information you need to order your Service's flags, streamers and guidons. As a single user, you can establish your own "mini specialty" shop by creating a template of the items for your special program, project, unit or individual and save it as a "stored order", which you can later retrieve and use over and over.

Army Aviators Shop supports the full ensemble needs of both helicopter and fixed wing pilots displaying gear that is normally issued from Central Issue Facilities.

Click on any of these items to add to your shopping cart
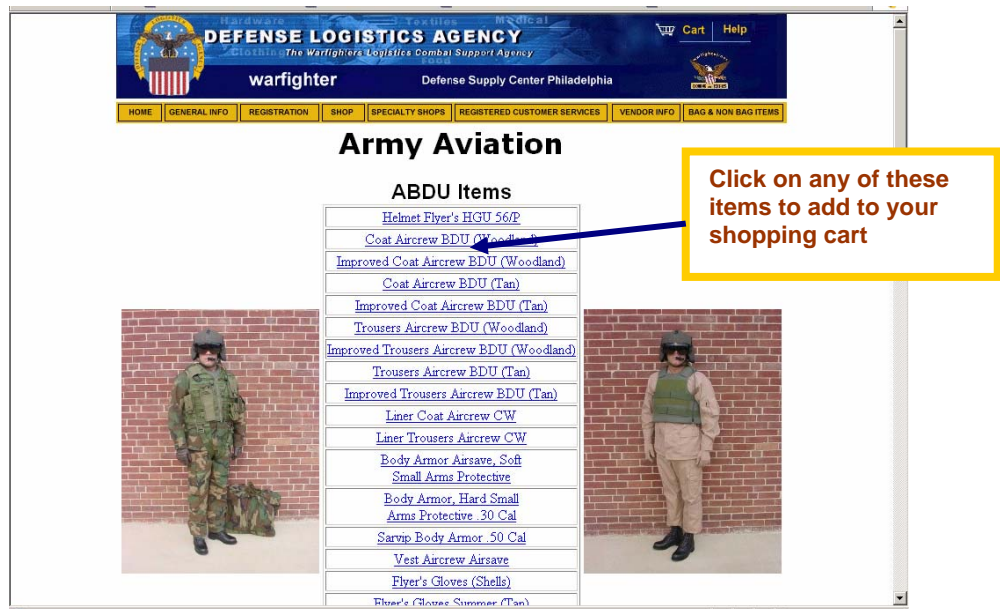
warfighter.dla.mil Main Menu Bar
   Specialty Shops:

   Base Camp provides entry to DSCP's Tentage Super Store. To facilitate your shopping or your research, check the quick comparison table of available tents and related items. Clicking on the tent of your choice will display a full description, suggested usages, pictures, and parts breakdowns. Click on the desired NSN to find photos, Military Specification Numbers, unit prices and a hyperlink to the item manager. Base Camp also provides an ever-changing array of "nice to know" informational links. They include Set-Up Hints; the Resource Handbook that lists tent accessories and support parts; a Navy tent link; the Lightweight Maintenance Enclosure (LME); historical data on canvas and combat fabrics; Common Tables of Allowances for Field and Garrison Furnishings and Equipment; and the U.S. Army Soldier & Biological Chemical Command (SBCCOM).

   Chaplains' Corner offers ecclesiastical items that support the chaplaincy of all services and all faiths. Inventory, which is always being updated, includes a wide range of ecclesiastical items as well as chaplain kits, portable public address systems, chaplains' flags and religious wines and meals. We can accommodate requirements as small as a candle or as large as a chapel. Click on the desired NSN to purchase or window shop; you'll find – photos, stock on hand, unit prices and a hyperlink to the item manager. Various chaplain-related links; the chaplain's survey, the Chaplains' Corner Newsletter, information on DSCP's ecclesiastical Prime vendors and relevant points of contact are provided.   There is also a special provision to accept orders for non-catalog items.

warfighter.dla.mil Main Menu Bar
Specialty Shops:

Combat Vehicle Crewmen Shop features all the items that make up the complete combat vehicle crewman ensemble facilitating easy access and ordering, especially for Central Issue Facility customers. Items include goggles, helmets, hoods, coveralls, jackets, body armor, gloves, boots, and equipment bags.

Extended Cold Weather Clothing System (ECWCS) provides for the complete ECWCS ensemble. Those interested in shopping here will find ECWCS items broken out by layers (one through five), as well as hand wear, headwear, footwear and accessories. Clicking on an item brings you directly into the preview/ordering process. When appropriate, notifications regarding special pricing and item replacements are listed.

warfighter.dla.mil Main Menu Bar
        Specialty Shops:

        Fighting Footwear features nearly all of your day-to-day footwear requirements. The site provides footwear to address combat, dress and safety needs as well as the specialized footwear needed to deal with extreme cold weather, cold weather, and intermediate cold wet needs. All types of flyer's boots are located here. We carry a wide variety of all manner of rubber boots. For your convenience, you can order deck boots, footwear covers, footwear laces and foot measuring devices from this shop.   To facilitate your order placement, the shop offers several footwear-related hyperlinks. Just a "click" will get you help on how to register to use the site. Another click will get you technical assistance, or information on rubber boots, or leather boots or shoes. There's even a link on how to order special measurement and orthopedic footwear.

The Gym Bag makes it a snap for members of all services to shop for their physical fitness uniform needs. Find your service's section and click on the desired NSN to purchase or window shop; you'll find – photos, stock on hand, unit prices and a hyperlink to the item manager. Points of contact and some great health and fitness links are also provided.
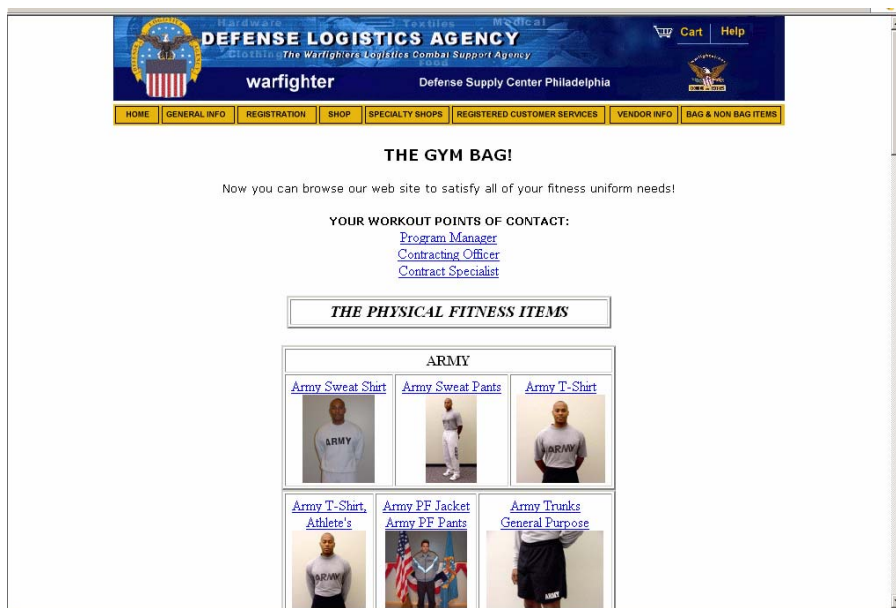
warfighter.dla.mil Main Menu Bar
    Specialty Shops:

Law Enforcement supports Section 1122 of the National Defense Authorization Act and provides for Federal Government support to state and local law enforcement personnel engaged in drug interdiction. Regulations require that designated State Points of Contact (SPOCs) place all orders. From the menu, select exactly where you want to be: Home page, Items (as in this example), SPOCs, etc. Examples of items available through this site include coveralls, jackets, black BDUs, cold weather garb, extreme cold weather clothing system, equipment, running shoes and other footwear, gloves, headwear, wet weather items, etc. Items are constantly being added to the site. Click on the desired NSN to purchase or window shop; you'll find – photos, descriptions, stock on hand, unit prices and a hyperlink to item information.

Naval Aviation customers have the convenience of finding an entire array of specialized items to support their needs. Items include flight jackets, flight suits, gloves, boots, underwear, equipment, helmets and accessories as well as related links.

29

warfighter.dla.mil Main Menu Bar
Specialty Shops:

ROTC Market Baskets represent customer-requested tools to support specific program requirements. warfighter.dla.mil, using direct customer input, developed these tailored mini-catalogs. Currently warfighter.dla.mil's market baskets support the Reserve Officer Training Corps (ROTC) programs for Army Seniors and Juniors; Air Force Seniors and Juniors and the Marine Corps Juniors. Click on the applicable hyperlink to reach your destination.

Army Senior ROTC customers must have authorization from the U.S. Army Cadet Command prior to placing an order from warfighter.dla.mil. Items included on this site include awards and ribbons, belts and buckles, camp clothing and equipment, outerwear, flags, footwear, insignia, service dress uniforms and related uniform items.
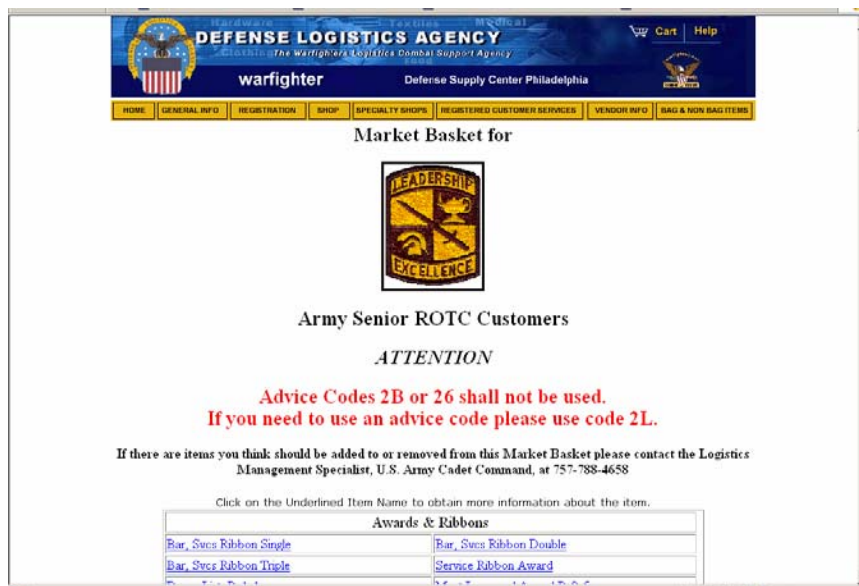
warfighter.dla.mil Main Menu Bar
      Specialty Shops:

      Army Junior ROTC customers must have authorization from the U.S. Army Cadet Command prior to placing an order from warfighter.dla.mil. Items included on this site include awards and ribbons, belts and buckles, camp clothing and equipment, outerwear, flags, footwear, insignia, service dress uniforms and related uniform items.
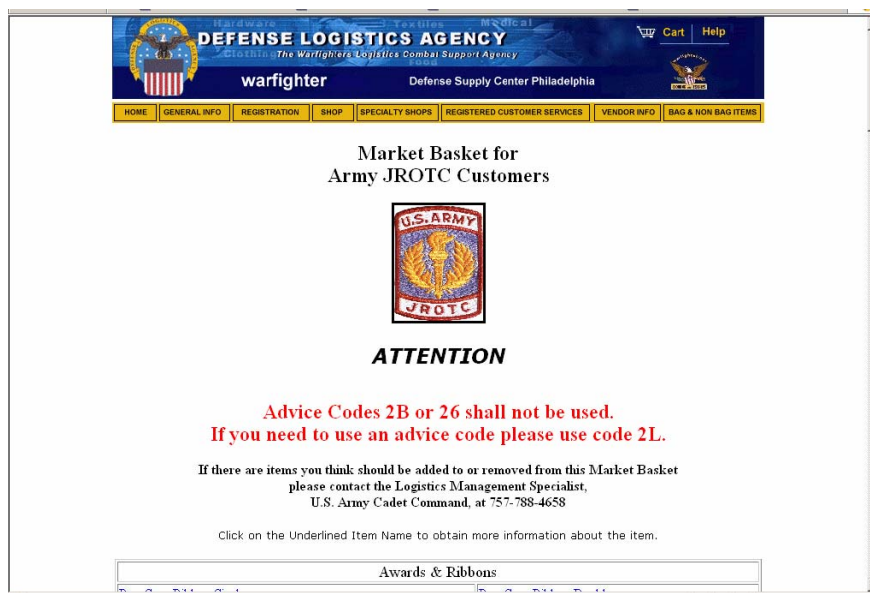
Air Force Senior ROTC authorized users find item sections broken out by awards and ribbons, BDUs, belts and buckles footwear, outerwear, service dress uniforms and various uniform items.

warfighter.dla.mil Main Menu Bar
      Specialty Shops:

Air Force Junior ROTC authorized users find item sections broken out by awards and ribbons, BDUs, belts and buckles footwear, outerwear, service dress uniforms and various uniform items.
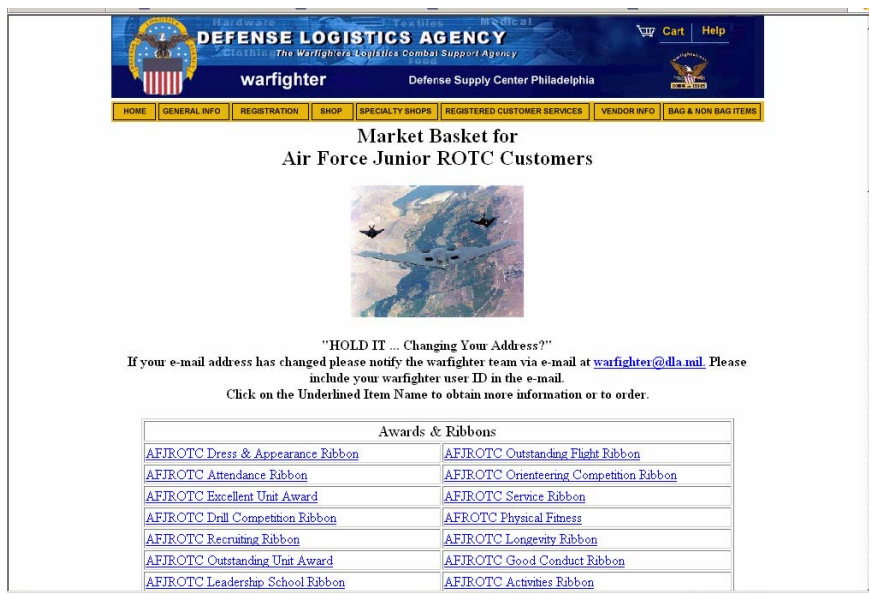
Marine Corps Junior ROTC authorized users will find their items listed separately by men's and women's. Section for insignia is also provided.
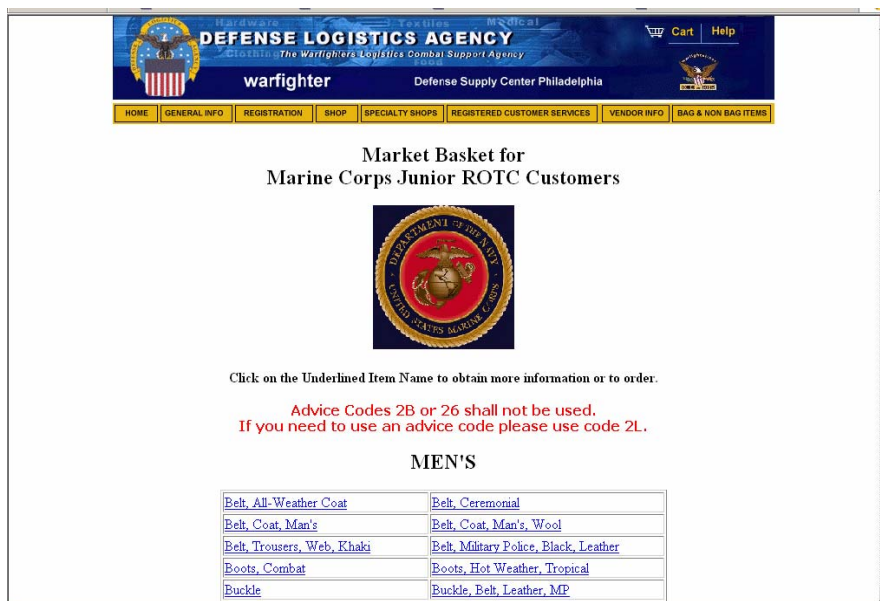
warfighter.dla.mil Main Menu Bar
Specialty Shops:

Operation Enduring Freedom: One of our newest shops, this was designed for our fighting forces in the Middle East. Here you will find most of the items needed in country. Included are all the desert camouflage items; all types of boots from flyers, to hot weather, cold weather, desert steel toe, and overshoe boot combat. Marine Corps digital cammies are located here, too. Ecclesiastical items, especially all of the various chaplains' kits are in the shop. IPFUs, underwear, and socks along with miscellaneous items such as duffle bags, goggles, knee pads, sleeping bags, insignia and panel markers are displayed.

USAF OSI Customers' Market Basket: Site, designed at the request of the customer, is limited to the Air Force Office of Special Investigations.

warfighter.dla.mil Main Menu Bar
   Specialty Shops:

Army Combat Uniform (ACU):   Site provides one-stop, mistake-proof shopping.   All components of the ACU are displayed.   Click on the individual item for more information or to place an order.   Click on "ACU Features" to see listing of ACU item details.
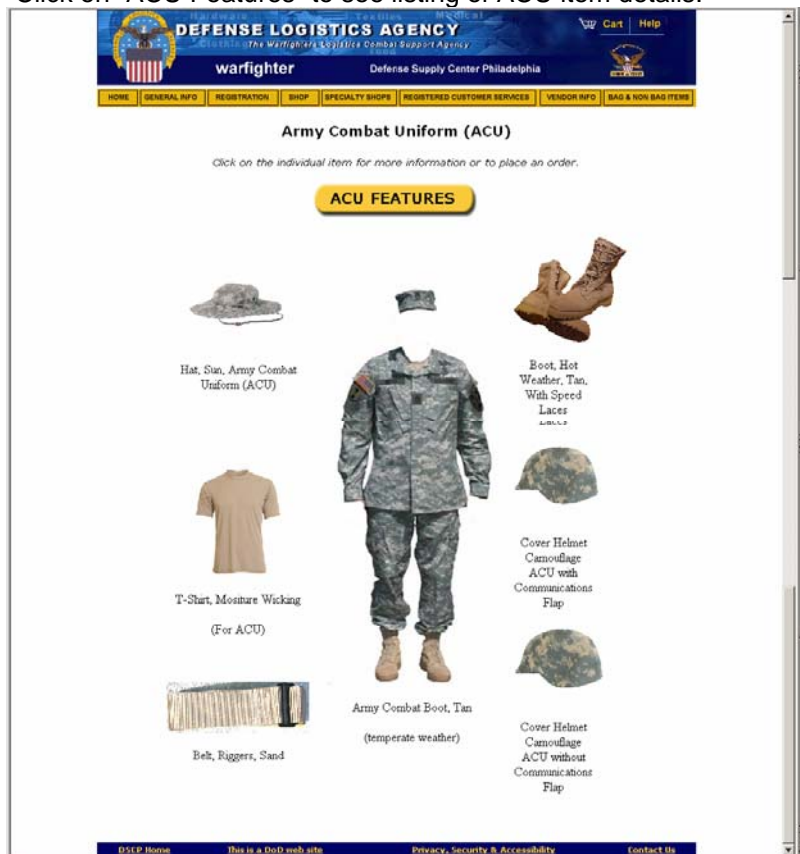
The Special Footwear Store accepts requisitions for special measurement footwear and for orthopedic shoes and boots. Customers must be registered warfighter.dla.mil users and log on to use the site. Although registered customers may place their order through warfighter.dla.mil, they must also furnish a copy of their requisition and any prescription, drawing, tracing, mold or cast directly to the Department of Veteran Affairs Medical Center.   All ordering information is explained in detail on the site.

warfighter.dla.mil Main Menu Bar
        Registered Customer Services
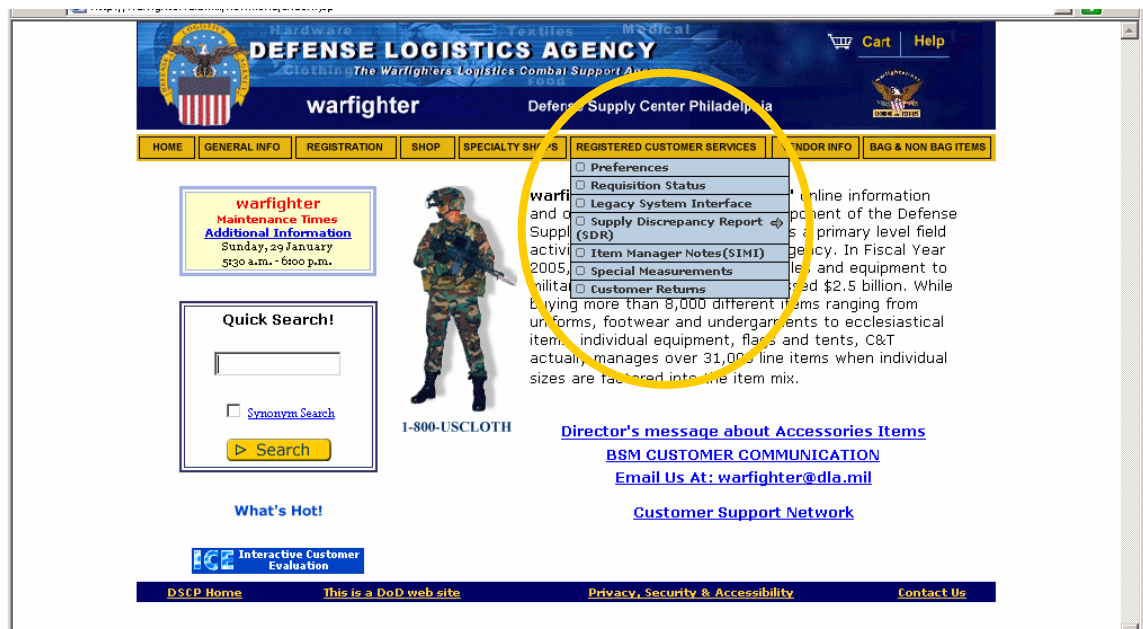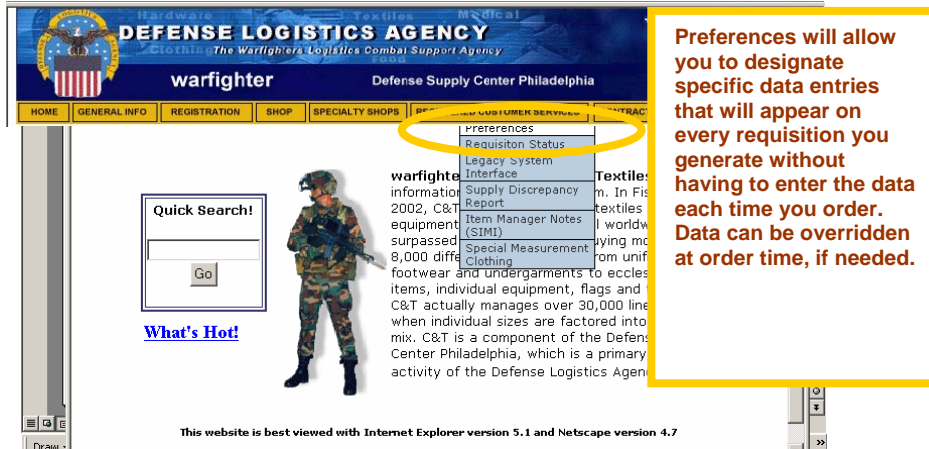
Registered Customer Services include online requests for requisition status, for shipment status, for legacy system interface queries, for online submissions of supply discrepancy requests (SDRs) or status on SDRs, for queries, by national stock number or procurement grouping code, on item managers' notes and information (Virtual Page Application – formerly called SIMI data). Customers can also reach the Special Measurement Clothing site by clicking here on the menu bar. Customers may also enter return data (FTE actions) here. Since all of these services are restricted to registered users, unless a customer is currently logged onto warfighter.dla.mil, a click on this menu bar will bring the customer directly to the logon page.

The system will now prompt you for your username and password. If you need help, click on "Forgot Your Login Info?
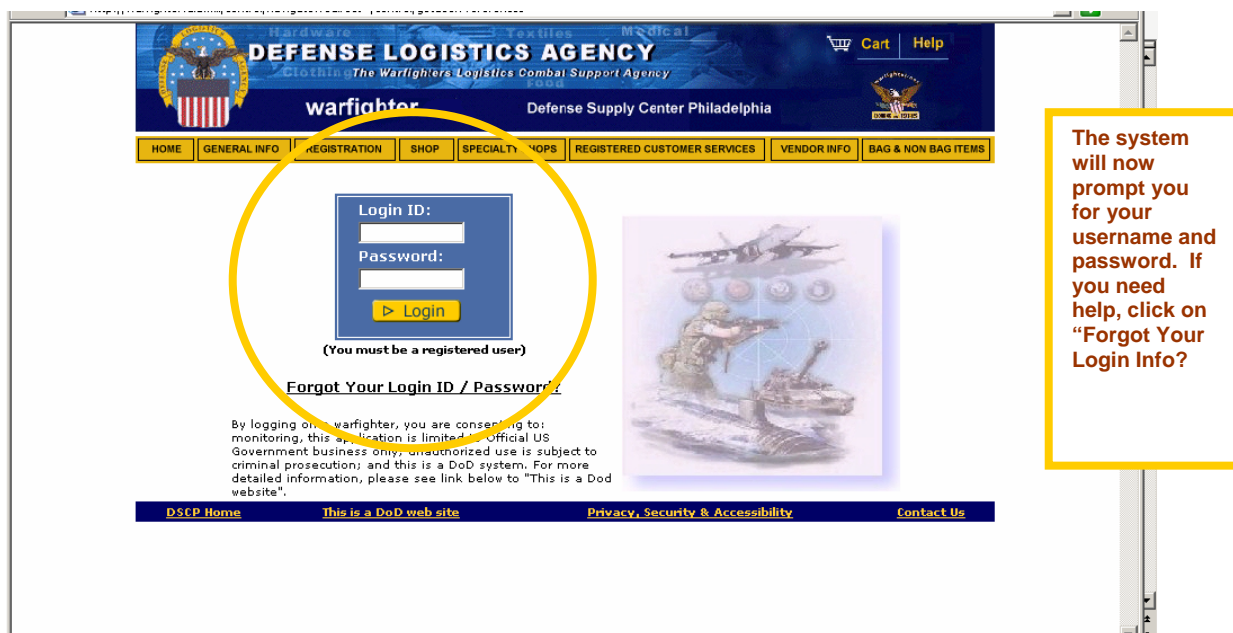
warfighter.dla.mil Main Menu Bar
  Registered Customer Services, Set User Preferences:

When specific fields in the MILSTRIP requisition, such as Fund Code, Media/Status, etc., remain constant for all your requisitions, to save time and minimize entry errors, set up a User Profile by entering your applicable. When you enter your ordering preferences, you can make your shopping as easy as 1, 2, 3! Your ordering data will be prefilled so all you have to do is 1 - Select your item, 2 - enter your quantities, and 3 - hit checkout. No lost time, no data entry mistakes!

warfighter.dla.mil Main Menu Bar
   Registered Customer Services, Set User Preferences, cont'd:
   Registered Customer Services, Obtain Requisition Status:

At this point, your MILSTRIP preferences are in your personal profile. These data can be changed at any time by clicking on Preferences – or during the order process for a specific shopping cart by doing a line edit, which will affect only that order

Confirmation of action

Registered Customer Services, Obtain Requisition Status:

MILSBILLS and Gvt Credit Card customers click here to find requisition status and delivery and transportation information.

You must be both a registered customer and be logged on to the system to retrieve status.

warfighter.dla.mil Main Menu Bar
       Registered Customer Services, Obtain Requisition Status:

Inquiry allows one to query by DODAAC, Julian date, start / end date, project code, supplementary address, status code, priority, RDD and either a complete or a partial NSN

For the following example, the only data entered was start date. The DODAAC will come up automatically since the customer is logged on to the site. If more than one DODAAC was registered for the account, the customer could select the DODAAC of choice from the convenient dropdown menu. You can set a specific priority or leave it at the default of "15" and all priorities will be returned.

The following example was modified to show just a few of the requisitions that were returned. This status function is significant because it provides not only requisition status but also gives you the ability to track the delivery of your items. Further, should you receive a discrepant shipment; you can submit a Supply Discrepancy Report on line by clicking on the requisition. Most of your data will be pre-populated, saving you time and minimizing data entry errors.

warfighter.dla.mil Main Menu Bar
       Registered Customer Services, Obtain Requisition Status, continued:

February 03, 2003

Note that you can track the shipments by clicking on the icon for those items that are in BA or SS status, and you may submit a Discrepancy Report by clicking on the icon for those items that are SS.

Doc Num	Sfx	Proj	Pri	NSN	Qty	Cd	Date	Qty	$ Val	
95710230300010	748	02		8465-01-286-5356	8	BB	2003-01-31	8	1,342.00	
95710230300011	748	02		8465-01-327-5361	8	BD	2003-01-31	8	115.20	
95710230310001	750	02		8405-01-057-3488	10	SS	2003-02-03	10	227.50	☞
95710230310002	750	02		8405-01-224-9067	60	SS	2003-02-01	60	942.00	☞
95710230310003	750	02		8405-01-224-9065	60	SS	2003-02-01	60	942.00	☞

Information returned: Document Number, Suffix, Project code, Priority, NSN, Quantity, Status Code. To obtain detailed requisition information, click on the hyperlink for the selected requisition. To obtain definition of Supply Status Code, click on the hyperlink for the selected code.

Items showing "SS", or shipped status have a small icon to left. If you click on that icon, you can track the selected shipment.

To the right of items showing "SS", or shipped status, you will see a hand icon. Click on that to

See next page for detailed requisition data

39

95710230310010	750 02 8415-01-029-0109	24	SS	2003-02-03	24	435.60	_ ☞
95710230310011	750 02 8415-01-043-8392	20	SS	2003-02-03	20	2,016.00	_ ☞
95710230310012	750 02 8415-01-043-8393	20	BA	2003-02-01	20	2,016.00	
95710230310013	750 02 8415-01-258-6403	2	SS	2003-02-03	2	275.80	☞
95710230310014	750 02 8415-01-258-6405	1	BA	2003-02-01	1	137.90	

95710230310042	750 02 8475-01-143-2088	20	BD	2003-02-01	20	640.00
95710230310043	750 02 8475-01-142-9187	25	BD	2003-02-01	25	267.50
95710230310045	751 02 8415-01-479-0017	1	BB	2003-02-01	1	189.85
95710230310046	751 02 8405-00-001-8028	1	BD	2003-02-01	1	24.45
95710230310047	751 02 8405-00-001-1550	1	BD	2003-02-01	1	36.20

Total Row Count in Report- 48
Row(s) 1 - 48

Note that you can track the shipments by clicking on the 🔍 icon for those items that are in BA or SS status, and you may submit a Discrepancy Report by clicking on the ☞ icon for those items that are SS.

February 03, 2003

Status Code Lookup
Code Explanation
SS   Shipped!

Example of definition returned if one clicked on Status Code

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Obtain Requisition Status, continued:

ARCS Query 95710230310002

Requisition #
95710230310002

Common Data

M/S	Dmd	Supp Addr	Sig	FC	Dis	Prj	Pri	Mod Pri	RDD	Adv	Loc	Rcd ST	Clsd Dt	Clsd Qty
S	R		A	00	001	750	02	02	039		SNT	C	20033-02-01	0

Sfx	DIC	NSN	UI	Qty	Pos 67 - 80	Birth Date
	A0A	8405-01-224-9067	EA	60	78901234567890	2003-02-01 2003032

Activity Data

Sfx	Ty Ac	Status Date	Status Code	NSN	UI	Qty	Std UP	Act RIC	VRC	MNIC	Viol Ctrl #	Canc Qty	ESD
SS		2003-02-01	SS 🔍	8405-01-224-9067	EA	60	15.70					0	

MRO Data

Sfx	RIC	OP	CN	Mgmt
	SNT	A	A	

40

By clicking on the Document Number hyperlink from the prior example, all of the detail requisition data appears. Since the Supply Status Code for this requisition is "SS" – shipped, a small icon appears. For tracking and delivery information, click on that icon.

warfighter.dla.mil Main Menu Bar
            Registered Customer Services, Obtain Requisition / Tracking – Delivery Status

warfighter.dla.mil Main Menu Bar
   Registered Customer Services, Obtain Requisition / Tracking – Delivery Status

Shipment data for each of the 3 shipments is displayed.

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Submit Supply Discrepancy Report

From the Requisition Status example, you can see an icon to the right of the line. Click on that to submit a Supply Discrepancy Report (SDR), which were formerly called RODs. If you submit a ROD directly from the Requisition Status report, warfighter.dla.mil will save you time and prevent input errors by pre-populating your requisition data. For more information about RODs, please check the FAQs, which can be found on the Main Menu, under General Info.

Fill in the required areas. NOTE: If you were submitting on line directly from the Requisition Status page, warfighter.dla.mil would pre-populate your requisition number and NSN.

Use the convenient dropdown menus for Discrepancy Code and Action Code.

For information about ROD submissions, check warfighter.dla.mil's "FAQs", which are found on the Main Menu under General Info

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Legacy System Interface (LSI)

Legacy System Interface (LSI) web page is for customers who need to submit their requisition data into their own legacy systems. LSI provides instant access to customer requisitions in either HTML or Excel spreadsheet format. It is also useful to check your recent requisitioning activity, or if you need to check order activity for a particular time frame. It is a powerful management tool. Customers using this service can obtain a requisitioning history for themselves or one of their ordering subordinates. Customers can query database in a variety of ways including: targeted period with stated start/end dates, or one specific date; DODAAC, supplementary address, requisition type, or project code. Report data includes information such as document number, price, quantity, item, etc., formatted in a convenient report with totals. Easy-to-follow instructions are provided on the web page. LSI allows you to select either regular requisitions or special measurement requisitions.

If you are not registered when you click on LSI, the login screen will appear.

Note the various query options available: start – end dates, DODAAC, supplementary address, and project code. You must specify if you query special measurement requisitions. Check format desired: HTML or ASCII measurement

44

warfighter.dla.mil Main Menu Bar
  Registered Customer Services, C&T Item Manager Notes via Virtual Page

The Item Manager uses the Virtual Page to display DLA-mandated data. Here customers will see basic information on the item's supply status or notes of special interest that customers need to know to accomplish their missions. At a minimum, customers will generally find contact info on the Item Manager. Problem items will reflect a clear statement of the problem and an anticipated get-well date. ESOC status, sources of alternate supply, due-in status of purchase requests or contracts and the date of the last update will appear as applicable. Customers are also encouraged to call the DLA Call Centers (1-877-DLA-CALL) if automated tools do not meet their information requirements.
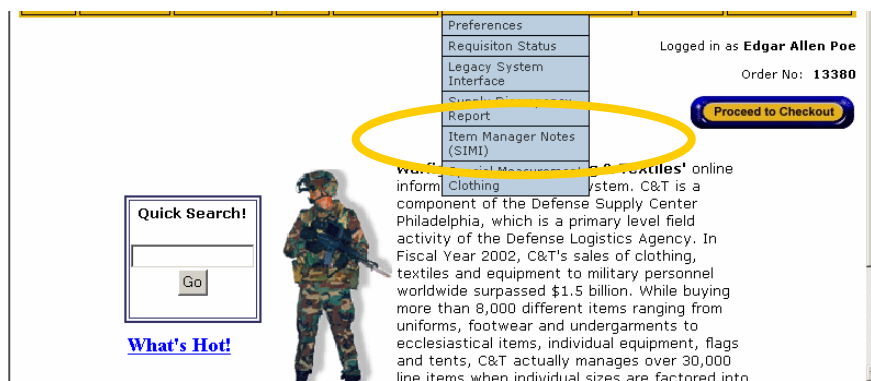
> Customers have the ability to query on a specific NSN or an entire Procurement Grouping Code. Use no dashes when you enter data. Complete your data entry and click on "Run Report"

In this instance, the only data that appear are Item Manager contact information. Information could contain "get well dates", possible substitutes, etc.

Procurement Grouping Code

NSN

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Special Measurement Clothing:

Special Measurement gives logged on, registered customers direct access to the Electronic Order Form (EOF) process. If you are not already logged in, the Logon screen will appear. Site will then bring up a screen to input order information. In addition to the on line User Manual, sources to obtain additional assistance with either the ordering process or technical issues are provided. To eliminate delays caused by incorrect measurement data, we urge customers to read and follow measuring instructions with extreme care. Special measurement orders may be billed either through MILSBILLS or paid for by Government credit card.

To order a special measurement item, on the Main Menu Bar, select Registered Customer Services
→ Special Measurements. You will note that the special measurement item catalogs are segregated by Military Service.
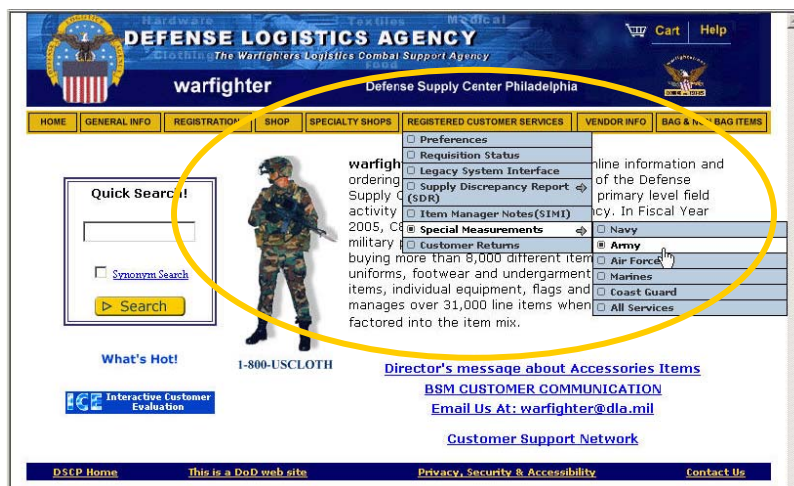
Special Measurements Menu Navigation

When the designated Service list of available Special Measurement Categories appears, make your selection by clicking on either item description or PGC.

Special Measurements Categories

Registered Customer Services
> **Special Measurement Clothing:**

The category / item details are shown. Enter the desired quantity and click the "Add" button.

47

Special Measurements Item Details

If you are not yet logged on, you will now be prompted to login.

Warfighter Login Page

There are two types of special measurement orders. The first is "for individual" – where you measure the individual and enter those measurements in the person's profile on the web site. The other, is "for stock" – in this instance you know of an existing NSN size that the Defense Supply Center Philadelphia (Clothing & Textiles) does not stock, e.g., size XXXL. "For stock" orders do not require the input of any measurement data, just the input of the size.

Registered Customer Services
   Special Measurement Clothing:

Therefore, once you have chosen an item, warfighter.dla.mil will prompt you to choose either "For Individual" or "For Stock".

48

Shopping Cart

When you choose "For individual", the Special Measurement Recipients screen will appear. From the drop down recipients menu, select either "new recipient" or "existing recipient".

Special Measurement Recipients Screen

Registered Customer Services
      Special Measurement Clothing:

Special Measurement Recipients Screen Dropdown Menu

All "For individual" orders must have a profile on file. If this order is for a "New Recipient",
you must complete a profile of measurements. If it for an existing recipient, click on the
name and then update/verify that the measurements are correct. If not, please correct /
add data.

Create a new recipient profile by entering the recipient's full name, gender, branch, title and birth date.
Click on Add & Continue.

Recipient Profile Information

Registered Customer Services
Special Measurement Clothing:

Continue to add recipient's measurement data. Enter the measurement required for the item. For details and help on a specific measurement, click the Video link for each measurement. Note that the required measurements will vary depending on the type of item you are ordering. <u>If measurement value entered appears to be out of line, the system will highlight the measurement s) to notify you of a potential error and request you verify data. If you verify the measurement (s), the system will allow you to continue with your order.</u> Be sure to add in the comments box what sub Garments were worn when measurements were taken.   Click the "Continue" button to confirm the measurements.

Profile Information
No profile fields required!

Measurement Information

Measurement(s)	Video	Unit	Lower	Upper	Value
Height		inches	58	83	
Weight		pounds	100	316	
Waist		inches	25	48	
Abdomen		inches	25	49	
Thigh		inches	18	35	
Seat		inches	31	55	
Leg Outseam		inches	35	59	
Leg Inseam		inches	26	44	

SubGarments Worn:

Continue

Special Measurements New Recipient Data Entry Page

Registered Customer Services
Special Measurement Clothing:

51

Special Measurements Profile and Measurements Page

NOTE: If you are ordering gloves for an individual, a special screen will appear:

Special Measurements / Hand Tracings

Registered Customer Services
   Special Measurement Clothing:

When you click on "Hand Tracings", the following form will appear:

SPECIAL MEASUREMENT
GLOVE MAIL FORM

Complete all fields in this form, including the left and right hand tracing measurements, and mail to the address indicated below.

MAIL INFORMATION

Company:	Defense Supply Center Philadelphia
To:	Attn: Ellen Henning, Clothing & Textiles
Address:	700 Robbins Avenue
	Bldg 6, Special Measurements
	Phila., PA 19111

| Requ No./Date: SC010161140001 -- Mon Apr 24 12:00:00 EDT 2006 | Recipient: ehagan |

ORDERING OFFICER

Full Name:		paa8409	DSN Phone:	
Requ DODAAC:		SC0101	COM Phone:	
OO Rank:			Email:	

REQUISITION CODES

Required Delivery Date:		129	Demand Code:	R
Signal Code:		A	Fund Code:	
Distribution Code:			Project Code:	
Priority Code:		15	Media & Status Code:	S
Advice Code:			Supplementary Address:	

GARMENT RECIPIENT

Recipient Name:		ehagan	Installation:	Navy
Order Type:		For Individual	Gender:	male
Grade-Rank:			Age/DOB:	1988-02-17
Service:		Navy		

GARMENT INFORMATION

| Garment Description: | | GLOVE, MEN'S | Garment Id: | 8440000GLV426 |
| Quantity/Unit: | | 1 | Extended Cost: | 12.65 |

MEASUREMENTS

LEFT Hand Tracing:

RIGHT Hand Tracing:

Other Comments:

Complete the Form; provide tracings and Mail the Form to:
Defense Supply Center Philadelphia
Attn: Ellen Henning, Clothing & Textiles
Bldg 6, Special Measuusrements
700 Robbins Ave.
Philadelphia PA 19111-5096
Return to warfighter screen and click continue for the Shopping Cart to appear.

54

Special Measurements / Hand Tracing Form and FAX

Registered Customer Services
      Special Measurement Clothing:

Upon completion of data entry /verification, your shopping cart will appear:
To submit your Special Measurements order, click the" Checkout" button.

Special Measurements Recipient ("For individual") Checkout

"For Stock" Orders: Click on the appropriate link.

Special Measurement Shopping Cart "For Stock" screen

Registered Customer Services
         Special Measurement Clothing:

A pop-up box will appear; enter required data e.g., item size or NSN; click on "Update".

Special Measurement "For Stock" Comments pop-up box

Your shopping cart will now appear. To submit your Special Measurements order, click the Checkout button.

Shopping Cart "For Stock" Special Measurements Checkout Screen

When you have finished shopping and check out, be sure to click on your order receipt, which we recommend you print and save. To check Requisition Status, you must wait 24 hours

warfighter.dla.mil Main Menu Bar
     Registered Customer Services, Customer Returns

Use the Customer Return (FTE) process to return your excess stock. Using the form below, enter your warfighter login ID. Mark the space indicated "FTE" (Excess Report) or whatever the action is that you are taking, whether it is for "FTF" Follow-up or "FTC" Cancellation. Continue filling out the rest of form just as if you were placing an order: NSN, unit of issue, quantity, etc. When entering the NSN, just use the numerics. Do not use separators … no dashes or spaces. Please do not use a Document Number that you have already used to submit an order. The Document Number must be new and unique. Fields indicated in red are mandatory; if not completed, the form will not process. When completed, hit "Submit". In a few days, contact the Item Manager (IM) / Customer Assistance Specialist (CAS) for further instructions. They will assist you in completing the rest of the Returns process. To find the phone number for the IM / CAS, look up your NSN in warfighter.Dla.mil 's "Quick Search".

warfighter.dla.mil Main Menu Bar
     Vendor Information

Vendor Information: Contains link to DSCP solicitation openings and closings; provides information on Contractor Performance Assessment Report System (CPARS); the DOD Procurement Gateway; North American Industry Classification System codes; common invoicing errors by contractors; advanced C&T Business Practices; how to do business with C&T; C&T's Value Engineering Program; shipping address locator; Defense Contract Management Center's (DCMC) Internet listing of DCMC personnel associated with every DCMC administered contractor, and multiple contracting reference links

warfighter.dla.mil Main Menu Bar
        Vendor Information

Vendor Demand Query: Intended solely for use by vendors currently under contract with the Directorate of Clothing & Textiles, Defense Supply Center Philadelphia, the report provides a snapshot of item demand history. The demand database is searchable by either National Stock Number (NSN) or Procurement Grouping Code (PGC). For legacy system items, demands for the present and four previous quarters are shown. For items that have migrated to the new Enterprise system, Business Systems Modernization (BSM), we display an average demand, developed from the last 12 months of actual demand.

Each vendor wishing to gain access should designate of company representative (s) to receive an inquiry account Login ID and Password. Access is limited to a maximum of two accounts per company. You may process your request on line.

A copy of the request is shown above. When you go to the site, you may enter your data and process it on line.

warfighter.dla.mil Main Menu Bar
       Vendor Information / EC and Specification Pattern/Drawing Request:

Electronic Commerce (EC): Provides EC points of contact; prompt payment information, discusses Virtual Item Manager – Apparel Research Network Supply-chain Automated Processing (VIM-ASAP) and Wide Area Work Flow (WAWF). Lists several EC information links.

Specification/Pattern/Drawing Request: This on-line feature is limited to prime contractors for open "SP0100" solicitations only. All other requests should be directed to the appropriate Contracting Officer. You can request multiple documents by using the "Special Instructions" block.

warfighter.dla.mil Main Menu Bar
      Bag and Non-Bag Items

From this page find latest info on "bag" items, unit prices and allowances or pricing points of contact

Bag Item (Monetary Clothing Allowance) Information: This screen lists summary cost data for all services and provides a comparison (cost differential) of standard prices between the current and prior fiscal years.

There is a menu bar at the page bottom that provides access to bag item data by service and sex – shows items, allowances and unit prices

61

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                                                                        FINAL
2-Sep-05
10:11 AM
                        BAG LIST @ STANDARD
                        PRICE
                        FY 2006
                        BY SERVICE


        Revision
        #1

                                            NET
                    FY 05       FY 06       CHANGE
                                STD         FY 05-FY
                    STD PRICE   PRICE       06
        MALE

        ARMY        $1,164.95   1219.75     54.80
        AIR FORCE   $1,093.90   1220.35     126.45
        MARINE
        CORPS       $1,202.40   1173.30     -29.10
        NAVY        $1,014.15   993.25      -20.90
        COAST
        GUARD       $948.80     969.80      21.00


        FEMALE
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Bag and Non-Bag Pricing Points of Contact (POC): Screen lists bag POCs. Search for the non-bag POC through either the applicable Federal Supply Classification (FSC) code or item classification name.

Prefixes for numbers: DSN 444 followed by extension or commercial, area code 215-737 followed by extension

Frequently Asked Questions

1. What is warfighter.dla.mil? warfighter.dla.mil, formerly warfighter.net, is an on-line catalog and order fulfillment system as well as a robust information resource maintained by Clothing & Textiles (C&T), a component of the Defense Supply Center Philadelphia (DSCP). DSCP is a primary level field activity of the Defense Logistics Agency. Anyone, any time, anywhere in the world, can check the latest information about the more than 8,000 Class II items offered for sale. Only registered users can place orders (requisitions) directly on line, speeding up their requisitioning processes and obtain more in depth item information, such as stock on hand, requisition status or delivery information.

2. Who uses warfighter.dla.mil? warfighter.dla.mil is a web site, so anyone with access to a web browser may view the contents of our catalog. However, ordering and other stock related transactions are restricted to registered users. warfighter.dla.mil accepts registrations from authorized military individuals and organizations and from other authorized Federal or State Government agencies. So, as long as you have a valid Department of Defense Activity Address Code (DODAAC), you can easily register with warfighter.dla.mil and use it to order on line. We also have some registered users who use warfighter.dla.mil to facilitate other on line stock-related transactions such as checking stock availability, requisition or delivery status or to submit a customer returns transaction (FTE) or to submit or trace status on Supply Discrepancy Reports. See questions #37 through 40 for additional information on DODAACs.

3. What payments does warfighter.dla.mil accept? Depending upon the customer's stated preference warfighter.dla.mil accepts either MILBILLS or the Government purchase (credit) card.

4. When does warfighter.dla.mil bill credit cards? All customers' credit card accounts will be billed the standard unit price at point of sale. This means that in some cases, if there is a stock outage, or a delivery delay, you may receive your monthly credit card bill before your order is actually delivered. Customers are

strongly urged to gauge item availability at the time of order by checking stock on hand before they place their credit card order.

5. How do I get an account with warfighter.dla.mil? Go to our site at web address, http://warfighter.dla.mil, and click on the "User Registration" link found on our menu under "Registration". Enter the required information and click the "Submit" button. Normally, within 24 hours you will receive an email stating that your registration has been approved. The email will contain a Web Address Link. Click on the link or cut and paste the address into your web browser. This will bring you to a web page that contains your new Warfighter password. (Please be sure to keep the password in a safe place.) You may now login to Warfighter with the user name you chose when you filled in the registration form and the new password you just received.

6. I am authorized and trained to use a Government purchase (credit) card. What do I have to do to use it for all my purchases on warfighter.dla.mil? Upon registration you will select credit card for method of payment and enter the credit card information that is to be applied to your purchases.

7. What happens if my card is rejected or declined? warfighter.dla.mil has agreements in place with the Treasury Department's Financial Management Services and Mellon Bank. Your card will be processed through these agencies and verified. It is possible that your card may be rejected or declined for a variety of reasons: credit card limitations (daily/monthly), insufficient funds, expired card, duplicate action, invalid card, missing data, processing error, improper card format, etc. The system will inform you if there was a problem processing the order. If you exit the system without placing an order, warfighter.dla.mil will save your shopping cart for future use. After logon, go to Shop on the menu bar and check under "Composing" to retrieve the order.

8. How soon after I register can I place an order? Start ordering as soon as you receive email confirmation that your registration has been accepted and you have used the web link in the email to obtain your password.

9. What do I need to order from warfighter.dla.mil? You'll need access to a web browser. Supported browsers include IE 5.1 and 5.5 with Virtual Machine (VM) 3240. Internet Explorer can be downloaded from www.microsoft.com. You'll also need an Internet email address so that we can send you confirmations, etc. And you'll need to register and obtain user ID and password for your account on our system. System requirements include:
Minimum Screen Requirements -- Resolution: 800 x 600; Colors – 256; Monitor Size -- 15" or larger; Minimum RAM Requirements -- 32MB or higher; Minimum Processor (CPU) -- Pentium or faster; Minimum Remote Access Requirements -- 56KB or faster; Minimum Hard Drive Space Requirements --1GB.
Be sure setting for your browser is marked to check for updated versions of the page each time your visit. For more assistance, go to the warfighter Help page and click on the Browser Settings Icon.

10. Why does it take warfighter.dla.mil long to load? You may experience some slowness when the page is loading if you are using less that a 56KB connection speed. See response to question #9.

 11. What are user preferences? How do they speed my order process? How do I register them?
Make shopping as simple as 1, 2, 3! … Search, select item / quantity and "Checkout"! After you log on, go to the menu bar; click on Registered Customer Services"; then click on "Preferences". Follow the prompts and enter your MILSTRIP data, such as Media/Status Code, Signal Code, Fund Code, Supplementary Address, Project Code or Distribution Code. Once registered, warfighter.dla.mil will automatically pre-populate all your orders, saving you data entry and edit time and minimizing data errors. You will always maintain the ability to override / edit the data before submission, if necessary.

12. Is there a time out on warfighter; what happens to order if browser shuts down, or there is a power failure? Your orders will not be lost. If there is no activity on the site for sixty minutes, warfighter.dla.mil will automatically time you out and shut down. To retrieve your order, log back on, go to "Shop" on the menu bar; click "Composing" to select your unfinished order. Once retrieved, it can be edited and submitted. The same info applies for a power outage.

13. Does warfighter.dla.mil ever advertise special buys?? Where's the info on great deals? Check out "What's Hot!" on our homepage. There you will find special interest items as well as the latest Clothing & Textiles' monthly newsletter called The Clothesline. The Clothesline is your best source of new item info, price reductions, problem items, estimated get-well dates and item substitutes. Smart shoppers consider The Clothesline required reading. Current and past issues can also be found on the main menu under the "General Information" button.

14. How can I search your catalog? On the homepage, you'll see a box labeled "Quick Search". Enter a keyword, a national stock number, a description, a military specification number or a procurement grouping code. To limit items returned, define your search by using service (s); e.g. coat desert Army Air Force. Commas are not required. To speed search, include all desired parameters. "Synonym Search" offers more help. Remember, to order an item, you must be registered. Once you have registered and are in a shopping mode, you will see a search block throughout the process.

15. warfighter.dla.mil advertises "Specialty Shops." What are they? Specialty Shops are unique, mini-catalogs that focus on a specific customer demographic. They speed up shopping and enable you to order just the "right" item. Current shops include: Base Camp (tentage items), Chaplains' Corner (ecclesiasticals), Fighting Footwear, Navy Aviators, Aircrew Cold Weather Clothing System (ACWCS) Components, Combat Vehicle Crewman (CVC) Components, Law Enforcement, Extended Cold Weather Clothing System (ECWCS), Special Footwear, the Gym Bag (physical fitness uniforms), Operation Enduring Freedom and Chemical Protective Items. We also support ROTC Market Baskets, which contain the full array of uniform needs for the Air Force, Army and Marine Corps programs. As a single user, you can create your own "mini specialty" shop by creating a template of the items for your special program, project, unit or individual and saving it as a "stored order", which you can retrieve and use over and over. See questions # 25, 26 and 27 for additional information on "stored orders".

16. Found the item, need more info. How do I get it? Along with an extended item description, using services, specification number and UPC data, you will see the phone number and an email hyperlink for the item's POC. Either call or email the POC, who can provide you with any additional item info you may need. For another avenue, go the "Registered Customer Services" on the menu bar and click on "Item Manager's Notes - Virtual Page Application (formerly "SIMI" notes). Enter appropriate item information: NSN or Procurement Grouping Code. Another way to go is to check the DLA Lookup Tool found on both the Help page and under "What's Hot".

17. What about sizing questions or item availability, can the item manager help me with that, too? Yes. Registered users can also go to "Registered Customer Services" on the menu bar and click on "Item Manager's Notes" -- Virtual Page Application for information. Data is available at the Procurement Grouping Code level or by NSN. You may also check the DLA Lookup Tool found on both the Help page and under "What's Hot".

18. For general comments, concerns, suggestions or complaints about Clothing & Textiles (Class II) items or service, how do I cut through red tape and get action? Go to warfighter.dla.mil menu bar; click on "General Info" and then click on C&T Feedback. Send us your comments, concerns, complaints by clicking dscpfeedbackct@dla.mil. All Feedbacks have high visibility and are guaranteed a prompt, thorough response. C&T values your input and top management closely monitors each Feedback along with the related response. You are also welcome to use Interactive Customer Evaluation (ICE) process. The ICE icon can be found on warfighter's home page.

19. Does certain information apply to the entire shopping cart; e.g., DODAAC, MILSTRIP information, such as Fund Code, Priority Code, and Project Code; Billing Method and Shipping Information? Yes. When you create your shopping cart, all of the information cited above will apply to the entire cart. Therefore, if any of these entries vary for items in your shopping cart, you must create a separate cart for those items. As an example, if item 1 if for project code 123 and item 2 is for project code 456, you must use a different shopping cart. What this means is that the item requisitions in your shopping cart will all carry the same DODAAC, use the same Fund Code, the same Priority Code, the same Project Code, be billed in the same manner and be shipped to the same address. Any item with differing data will require a separate shopping cart or stored order.

20. I need help ordering, what options do I have? Click on the "Help" button at the top of each page or go to menu bar and click on "General Info". The drop down menu will give you access to the online Users' Manual, Frequently Asked Questions (FAQs), and specific info - by Service - on how to order flags, guidons and streamers. You can reach us via email at warfighter@dla.mil, or you can call. In the continental U.S. call us toll-free weekdays at (800) USCLOTH [(800) 872-5684] or (215) 737-8349 (or DSN: 444-8349) from 8:00 am to 5:00 p.m. EST. During off hours or on the weekend, for requisition cancellations, emergency requisition placements, status, etc. call 1-877-DLA CALL.

21. If there is a special situation regarding the item I want to order, e.g. you're out of stock, or if the Item Manager is controlling issues etc., how can I tell? Registered users can obtain item manager notes through the Virtual Page Application, formerly "SIMI" notes. Access "Registered Customer Services" on the menu bar. Click on "Item Manager Notes - Virtual Page Application". Enter national stock number or procurement group code for the item (s) of interest. Application will return item manager notes on areas such

as: new item introductions, backorders, freeze codes, manager review codes, substitutions, replacements, quality issues, etc. Brief explanations, including estimated get-well dates, are generally provided.

22. What is a Procurement Group Code? A Procurement Group Code (PGC) is an internal 5 digit numeric code that DSCP uses to group individual sizes of a standard generic item (e.g. Coat, Cold Weather, Woodland Camouflage). Integral to our acquisition management they provide the means by which we consolidate planned buys and eliminate the need to make separate purchases for individual sizes of an item.

23. In the ordering process, there are a few places that require specific data entries. How do I figure out what these are or what the order entry codes are? For the most part, those elements are underlined indicating that you can click on them and their link will bring you directly to the specific explanation or codes. You may also click the link 'MILSTRIP Supply codes for requisitioning" found on our menu under "General Info" for explanations of the supply codes.

24. What is Quantity Unit Pack (QUP); will it affect my order quantity / billing in any way? QUP determines optimum packaging requirements. Our legacy system performs this check on each stock number. If it looks like the system will round up the quantity you ordered based upon the QUP check, warfighter.dla.mil will display a warning message advising that quantity will be adjusted upward. warfighter.dla.mil then automatically enters "Advice Code 27" to specify exact ordered quantity. However, if you choose to receive the QUP quantity, you can edit/override the advice code.

25. I noticed warfighter.dla.mil advertises "Stored Orders". What are they? How do they work? Can I save mine and use it again and again? Stored Orders are stored shopping carts - or shopping templates - that contain repetitive items you purchase for a specific project, unit, individual, etc. They are designed to give you great flexibility and shorten your shopping time. After you register and log on, go to the menu bar and click on "Shop". Create your Stored Order as you would a normal shopping cart. When you have completed your cart, name it and save it as a Stored Order. You will see an advisory note that your cart has been saved as a Stored Order. Give the Stored Order a name or title, e.g. Unit 123 or Project ABC, etc. Save the name. To retrieve a "Stored Order", log on and go to "Shop" on the menu bar; click on "Stored Order". When the file appears, click on the "Stored Order" of your choice. Once it appears, click on "Add to Shopping Cart". A new order number will appear and at that time you can click on "Checkout" if there are no changes to make or you can edit the Stored Order by adding or deleting items or by changing quantities. Any changes you make will affect only the current shopping cart. When you complete your shopping cart, click on Checkout. Your new order will be processed and your original Stored Order will return to file for future use. In effect, you have created your own personal specialty shop that has been tailored to your unique repetitive needs.

26. Is there a limit to number of "stored orders" a customer can create? Is there a limit to number of items placed in a "stored order"? There are no limits. Number is unlimited … unlimited "stored orders", unlimited items in a stored order cart.

27. I place orders for several individuals within my unit. Are you telling me, then, that I could name my "stored orders" with their names? Yes. Name your "stored orders" for individuals, for a unit, for a specific project, function, etc.

28. Does warfighter.dla.mil provide an order confirmation? Immediately after you place your order, we will send you an email confirmation. For security reasons, this will be a generic confirmation. If you need an itemized list of the items that you purchased, click on the receipt button, which you can save to your files or print. It is recommended that you either print or save this confirmation for your records

29. Once I've ordered from warfighter.dla.mil, how can I check my order, in other words, my requisition status? Twenty-four hours after you submit your order you can check requisition or order status. Log on and click "Registered Customer Services" and then click on "Requisition Status". A page with your DODAAC will appear. At this point you can decide if you want to search status on requisitions over an extended period of time or for a specific Julian date. You can check by Project Code, by Supplementary Address, by Status Code and by full or partial National Stock Number. Abbreviated search results showing status will appear. For an explanation of the status code, just click directly on the status code for a link to definitions. For a detailed status of your order, click directly on your requisition number. If the item is in "SS" status, meaning it was shipped, click on "track shipment" to obtain delivery status.

30. How can I track shipment on my order? At the same time you're checking requisition status, if the item is in "SS" status, meaning it was shipped, click on "track shipment" to obtain delivery status, or if you prefer, call 1-877-DLA CALL. Option #3, sub-Option #1. You will need to furnish them your thirteen digit

alpha-numeric document (or requisition) number. Find your document number by going into Submitted Orders; open your relevant cart and acquire needed info.

31. My orders are all delivered to my DODAAC default shipping address. I'm not physically located at that address. What can I do to ensure delivery of warfighter.dla.mil goods to me? As soon as your order is placed, warfighter.dla.mil will send you a generic email confirmation. We suggest you copy that email; provide it along with your contact information to your shipping/receiving point personnel and request they notify you on delivery.

32. What is "Legacy System Interface" (LSI)? LSI is a powerful management and information tool that provides instant access to your requisitioning history in either ASCII (the actual 80-card column MILSTRIP image) or in plain text. You specify a date … one day or a period of your choice. It's easy to determine just what and how much you ordered over any specific period of time. The data can be copied to a clipboard or disc and used however you need it.

33. What is a maximum release quantity (MRQ)? The MRQ is the maximum quantity of stock authorized for issue against a single requisition without item manager review action.

34. OK, I got the items, but you shipped either the wrong item or the wrong quantity… now what? Oops, we do make mistakes. warfighter.dla.mil accepts online submissions of supply discrepancy reports (SDR) formerly known as RODS. If you're checking status, and the item is in "SS" status, there will be a spinning button to the left of the line. Click on the button and it will take you directly to the SDR submission page. Or, if you prefer, click "Registered Customer Services" on the menu bar; then click on "Submit Supply Discrepancy Report" and follow the easy instructions. Check out our "Help Page" for additional information.

35. It wasn't your mistake. It was mine. I either ordered the wrong size, the wrong color, the wrong item or the wrong quantity. Help me! OK, so you're not perfect either. Since it was your error and not ours, it falls under the guidelines of the Materiel Returns (or FTEs) Program. Follow rules as you know them and get your FTE in to the item manager. NOTE: warfighter.dla.mil now accepts FTEs on line, but for MILSBILLS orders only. Go to Registered Customer Services on the main menu, click Customer Returns and follow prompts. warfighter.dla.mil cannot accept FTEs for credit card transactions. If you're not sure how to complete an FTE transaction, or do not have the means to submit one, click on the hyperlink to the item manager (located on line with the item description) and get specific instructions.

36. Help! I forgot my password and or my user login name… Now what?? Click on Registration, at the logon screen you will see a script that asks if you have forgotten your password. Click on it and follow prompts.

37. What's a DODAAC? A DODAAC is a Department of Defense Activity Address Code. It is a six-digit alphanumeric code that uniquely identifies your unit, activity or organization that has the authority to requisition and / or receive materiel. It supports the Defense Transportation Payment Program. The first digit is a service code (e.g., "N" represents the Navy), so many folks think of it as a five digit Activity Address Code. If you've ever submitted a requisition to us (or to another DoD purchasing activity), your DODAAC is the first 6 characters of the Document Number. There can be up to three distinct addresses associated with each DODAAC: the TAC1 (mailing address / mandatory); TAC2 (ship to (freight) address) and TAC3 (billing address). If there is no TAC2 present, warfighter.dla.mil will use TAC1 as the shipping address.

38. How can I find my DODAAC? There are two ways: To find a DODAAC by a zip code search, go to ZIP Code search page at https://www.daas.dla.mil/daasinq/zip.asp   For a more detailed search, visit the DODAAC main page at: https://www.daas.dla.mil/daasinq/dodaac.asp

39. I found my DODAAC, but it's incorrect; or I can't find one and need one assigned. Now what? You'll need to check with your DODAAC Service Point; go to

 http://www.dla.mil/j-6/dlmso/elibrary/Restricted/SvcPointsPOC/ServicePoints/members_DoDAAC_CentralServicePoints.asp

40. How many DODAACs can I register for my account? At the time of on line registration, you may register your primary DODAAC and then add up to 4 more DODAACs. If that is insufficient for your needs, you can register an unlimited number of DODAACs to your account by emailing the information to us at warfighter@dla.mil.

41. What's a document number and what does it do? A document number is a 13-digit alphanumeric entity that uniquely identifies your requisition in our system, and allows you (and us) to track its status. It consists of the 6 character DODAAC, a 4 digit Julian date, and a 4 alphanumeric serial number. Typically

the Julian date represents the date you submit your requisition, and the serial number is usually assigned sequentially. For example, the first requisition for a day might have a serial number of "0001", the second "0002", etc. However, many activities have other conventions for assigning serial numbers.

42. What's a Julian date? There are several definitions of "Julian date." Here is ours: a 4-digit number consisting of the last digit of the year followed by 3 digits representing the number of days since the beginning of the year. For example, 7001 is January 1, 2007, and 6365 is December 31, 2006.

Email us with your questions

at

warfighter@dla.mil